

Department of Administrative Services
Lead. Empower. Collaborate.

Fleet Days Training Risk Management

C. G. Lawrence, III
October, 2023



Risk Management

Fleet Days Training – Risk Management

C. G. Lawrence, III, CSP, ARM-P, REM

Chief Loss Control Safety Officer

Risk Management

Notice of Claim

Within 48 hours

Net Claim – 877-656-7475

Auto Physical Damage (APD) mailbox (apd@doas.ga.gov)

IRM-APD claim form on-line

Required Documentation and Information:

- Photographs of all 4 sides of the vehicle, incl. close ups of the damage and VIN on the door plate.
- Police Report.
- Driver's name and contact information.
- Statement as to course and scope.
- Third party names and contact information, if applicable.
- One repair estimate for review. If the estimate exceeds \$5,000, an appraiser will be sent out to inspect.



IRM reporting page

Agency's Claims

Use this to submit a General Liability, Property, or Auto (APD or Auto Liability) claim. Submitting a claim using this form creates a claim in our claims system. You will be notified by email when your claim has been created and again when it has been assigned to an adjuster.

Your Agency's Claims


Georgia™
Department of Administrative Services

- Report A New Liability, Property, or Auto Claim
- Review Claims Reported Last 90 Days
- Review All Currently Open Claims
- Review Claims Closed During Last 90 Days
- How Are We Doing With Your Claims (Metrics)
- Generate A Loss Run Report (Excel)
- Search for a Claim


Risk Management

Insert date and claim type

[Privacy](#) 1 of 6 [>](#)

**CLAIM SUBMISSION FORM**
INCIDENT REPORT FORM
CLAIM SUBMISSION FORM

Date of incident

Enter or choose a date/time 

Please fill out the missing field.

Type of Claim

- Automobile Liability Claim
- General Liability Claim
- Property Claim (Including Auto Physical Damage)

**How many of you have IRM access?
Please contact me to get setup!**

[CANCEL](#) [PRINT](#) [NEXT](#)

Training available on IRM

The screenshot displays the State of Georgia DOAS website interface. At the top, the navigation bar includes the logo, "State of Georgia DOAS", and utility links for "Favorites", "Analytics", "Records", and "CG Lawrence". A "Dashboards" menu is open, showing "DOAS Training" as the selected dashboard. The main content area is titled "DOAS IRM Training Videos" and contains a list of 26 external links, each representing a training video with its duration.

External Links
01) IRM Introduction (1:57)
02) IRM First Time Access (1:12)
02a) Security Questions
03) IRM Logging In (0:48)
04) IRM Resetting Your Password (2:15)
05) Claim Submission Form – Filing an Auto Liability Claim (Part 1) (8:57)
06) Claim Submission Form – Filing a Property Claim, Including APD (Part 2) (6:35)
07) Claim Submission Form – Filing a Property Claim (8:01)
08) Claim Submission Form – Filing a General Liability Claim (7:06)
09) CLCP Self-Evaluation Tool (10:12)
20) Viewing Agency Reports
21) Viewing the Agency Start Page
22) Viewing Agency Documents
23) Viewing Agency Documents
24) Viewing and Exporting Agency Claims Data
25) Viewing Recent Records
26) Viewing the Agency Snapshot Page

Risk Management

Towing and Storage

DOAS will pay up to \$450.00, unless special circumstances apply as determined by DOAS.

No payments exceeding \$450 unless the claim was reported to DOAS/Navex within 48 hours of the loss and the notice indicates that the agency is making an APD claim.

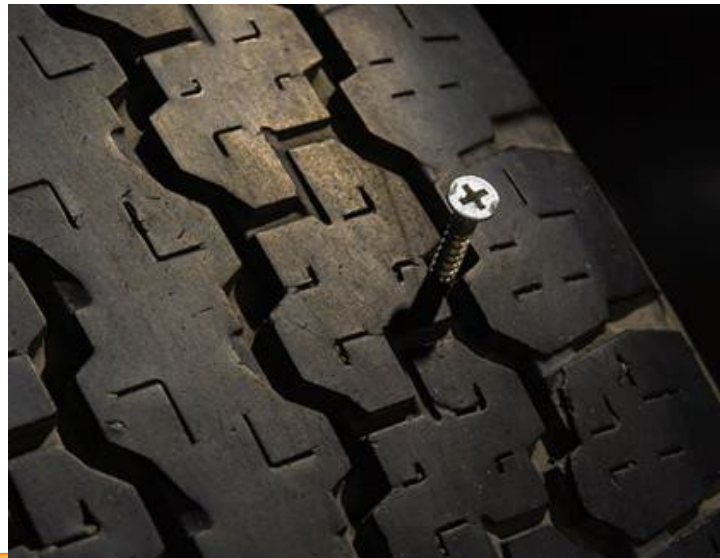
Towing coverage applies only to claims that are covered under the APD policy.



Risk Management

Exclusions

- Wear and Tear, mechanical or electrical breakdown.
- Blowouts, punctures or other road damage to tires



Risk Management

- Deductibles

- All collision and comprehensive losses are subject to a \$500 deductible. However, for agencies participating in the Comprehensive Loss Control Program the Collision and Comprehensive deductibles are waived except in the following circumstances:

- Loss involving a rear end collision caused by the agency driver. (59 AL & 136 APD claims, FY2023 claims)

- Colliding with a fixed object, including a parked vehicle. (24 AL & 345 APD claims FY2023)

- Failure to report to state or local police any criminal act resulting in a loss to a covered auto. Criminal acts include, but are

- not limited to, vandalism and “hit and run” accidents.

- Loss caused by a collision between a covered auto and a covered party’s other owned, leased or controlled property, including but not limited to buildings, signs, fences, posts, autos, mobile equipment, etc. situated on or adjacent to the covered party’s premises. These losses are subject to a \$1.500 deductible.

Risk Management

For a total loss/stolen vehicle, a total loss is declared when the cost to repair exceeds 75% of the NADAACV.

The agency will receive payment of the lesser of either the North American Dealers Association (NADA) Actual Cash Value (ACV) or the ARI Book Value recorded as of the date of loss.



Risk Management

There is no coverage under the APD policy for damage to an employee's personal vehicle, even while driving on State business.

The Georgia Liability Insurance Identification Card should be carried at all times, even in a personal vehicle while driving on State business, to demonstrate proof of liability insurance.

The insurance ID card cannot be used for the registration of privately owned vehicles. To do so could result in criminal prosecution.

Copies of the APD policy or the insurance ID card can be found on the DOAS website at doas.ga.gov/risk-management

Warning: This card is not to be used for the registration of a privately-owned vehicle. Any person using this card for such a purpose may be subject to criminal prosecution.



State of Georgia Government Vehicle Georgia Liability Insurance Identification Card

Insurer: State of Georgia DOAS/RMS Self Insurance Program
Policy Numbers: TCP – 401 – 14 – 24 / CGL – 401 – 14 – 24
Coverage: July 1, 2023 – June 30, 2024
Insured: State of Georgia Government or State employees while operating a vehicle within the scope and course of employment.

Card Issued by DOAS Risk Management Services – Fleet

KEEP THIS CARD IN YOUR MOTOR VEHICLE WHILE IN OPERATION

Toll Free Phone: 1-877-656-7475 Report accidents within 48 hours

If you are in an accident, be sure to get the following information before leaving the area:

- 1) Date, Time, Place;
- 2) Your Vehicle – year, make, model, tag;
- 3) Describe Accident. Include:
 - Direction each vehicle was traveling, weather conditions
 - Details of accident.
- 4) For all individuals include: name, address, employer, home and work phone numbers. Describe injuries claimed and observed; ID hospital, if applicable;
 - Insured (State Employee) driver
 - Your passengers
 - Other driver
 - His/ her passengers
 - Witnesses
- 5) Other vehicle(s): year, make, model, tag, insurance co. and policy #
- 6) Police: agency, officer, citations issued (?), to whom?

Risk Management

Auto Liability: DOAS will pay those sums that the Covered Party becomes legally obligated to pay as "damages" because of "bodily injury", "property damage", and/or "personal injury", to which this coverage applies. DOAS will have the right and duty to defend the Covered Party against any "lawsuit" seeking those "damages". However, DOAS will have no duty to defend the Covered Party against any "lawsuit" seeking "damages" for "bodily injury", "property damage", and/or "personal injury" to which this coverage does not apply. At its discretion, DOAS may investigate any "occurrence" and settle any claim or "lawsuit". This Agreement applies to "bodily injury", "property damage", and/or "personal injury" only if the "occurrence" is committed or allegedly committed (1) by a Covered Party while acting in the course and scope of their duties with a participating "department" that has purchased coverage as stated on the Declarations Page and (2) which takes place during the policy period. "Bodily injury", "property damage", and/or "personal injury" will be deemed to have known to occur at the earliest time when any individual listed under paragraph **A**

1. **Auto Physical Damage:** DOAS provides the following Physical Damage coverages for "loss" to a covered "auto(s)" or its equipment only if so listed on the DOAS Vehicle Inventory Tracking and Logistics (VITAL) system for physical damage coverage:

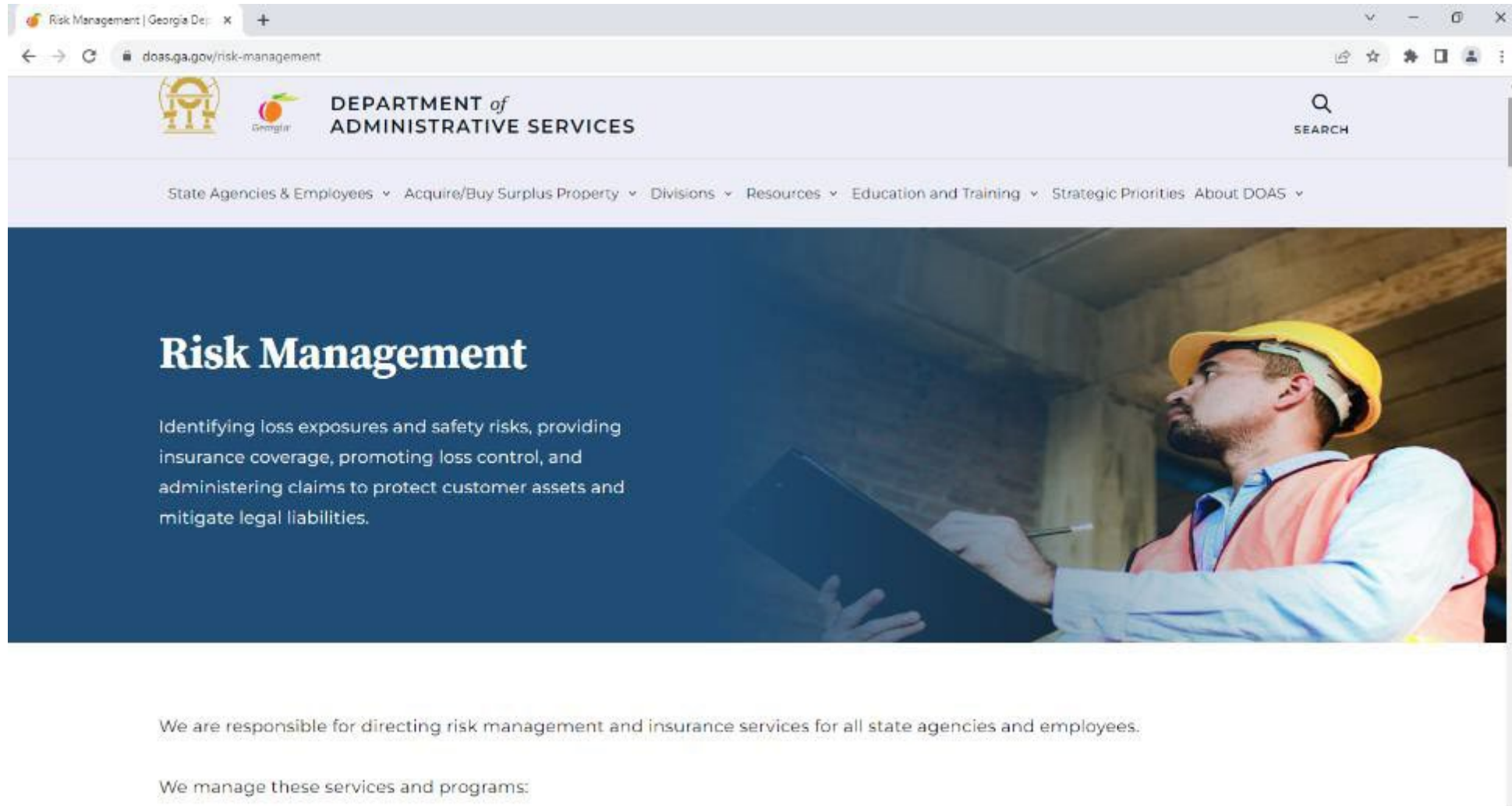
a. **Collision Coverage;** Caused by: 1. The covered "auto's" collision with another object; or
2. The covered "auto's" overturn.

b. **Comprehensive Coverage:** Caused by a collision with an animal or for any cause except:
(1) The covered "auto's" collision with another object; or
(2) The covered "auto's" overturn.

2. Towing and Storage

DOAS will pay reasonable towing and storage costs arising out of a Collision or Comprehensive "loss" as specified in **D. Limit of Coverage**.

Risk Management



The image shows a screenshot of a web browser displaying the Risk Management page of the Georgia Department of Administrative Services. The browser's address bar shows the URL doas.ga.gov/risk-management. The page header includes the Georgia state seal and the text "DEPARTMENT of ADMINISTRATIVE SERVICES" on the left, and a search icon with the word "SEARCH" on the right. A navigation menu below the header lists: "State Agencies & Employees", "Acquire/Buy Surplus Property", "Divisions", "Resources", "Education and Training", "Strategic Priorities", and "About DOAS". The main content area features a large blue background with a photograph of a construction worker in a yellow hard hat and orange safety vest, looking at a tablet. The text on this background reads:

Risk Management

Identifying loss exposures and safety risks, providing insurance coverage, promoting loss control, and administering claims to protect customer assets and mitigate legal liabilities.

We are responsible for directing risk management and insurance services for all state agencies and employees.


We manage these services and programs:

Risk Management

Risk Management | Georgia Dept. of... x +

doas.ga.gov/risk-management


Who We Serve



State Entities Risk Coordinators

Employees who manage day-to-day administration of workers' comp, auto, liability, property, cyber, and unemployment insurance, as well as comprehensive loss control programs for their agencies.


> [Insurance Services](#)



State Entities Workers' Compensation Coordinators

Assist employees with work-related injuries and illnesses by obtaining appropriate medical care and recovery services and ensures the safe return to normal work activities.


> [Workers' Compensation](#)



Georgia Public Officers and School Personnel

Public law enforcement officers and school personnel who are enrolled and entitled to additional financial benefit if they are disabled or killed in the line of duty.

> [Indemnification Program](#)



Public

Individuals who submit liability claims against the state for damages to personal property.

> [How to File a Claim for Damage Against the State](#)

Risk Management

<https://doas.ga.gov/risk-management/how-to/how-to-file-a-claim-for-damage-to-my-property-against-the-state-of-georgia>

The screenshot shows a web page from the Department of Administrative Services (DOAS) of the State of Georgia. The page title is "How to File a Claim for Damage to My Property Against the State of Georgia". The page content includes a breadcrumb trail: "Home > Risk Management > File a Claim for Damage Against Georgia". Below the title, there is a paragraph: "If your property was damaged by a state entity or employee, contact the Risk Management Division of the Department of Administrative Services (DOAS) to determine if you are entitled to make an insurance claim." The main content is a list of four steps, each with a numbered circle and a dropdown arrow: 1. Gather What You'll Need, 2. Contact Your Insurance Company, 3. Complete a Liability Incident Report Form, and 4. Next Steps. On the right side, there is a "Share to" section with social media icons and a "Contact Risk Management Division" section with contact information: "View All Risk Management Contacts", "Call Us: 404-656-6245", and "Email: risk.management@doas.ga.gov". The footer of the page includes the DOAS logo and name, and social media icons.

doas.ga.gov/risk-management/how-to/how-to-file-a-claim-for-damage-to-my-property-against-the-state-of-georgia

An official website of the State of Georgia. How you know Organizations

DEPARTMENT of ADMINISTRATIVE SERVICES SEARCH

State Agencies & Employees Acquisition surplus Property Divisions Resources Education and Training Strategic Priorities About DOAS

Home > Risk Management > File a Claim for Damage Against Georgia

How to File a Claim for Damage to My Property Against the State of Georgia

If your property was damaged by a state entity or employee, contact the Risk Management Division of the Department of Administrative Services (DOAS) to determine if you are entitled to make an insurance claim.

- 1 Gather What You'll Need
- 2 Contact Your Insurance Company
- 3 Complete a Liability Incident Report Form
- 4 Next Steps

Share to

Contact Risk Management Division

[View All Risk Management Contacts](#)
Call Us: 404-656-6245
Email: risk.management@doas.ga.gov

DEPARTMENT of ADMINISTRATIVE SERVICES

Risk Management

How to tell you are not going to have a good day.

When you come out to your car in the morning and your windshield looks like this.



Risk Management

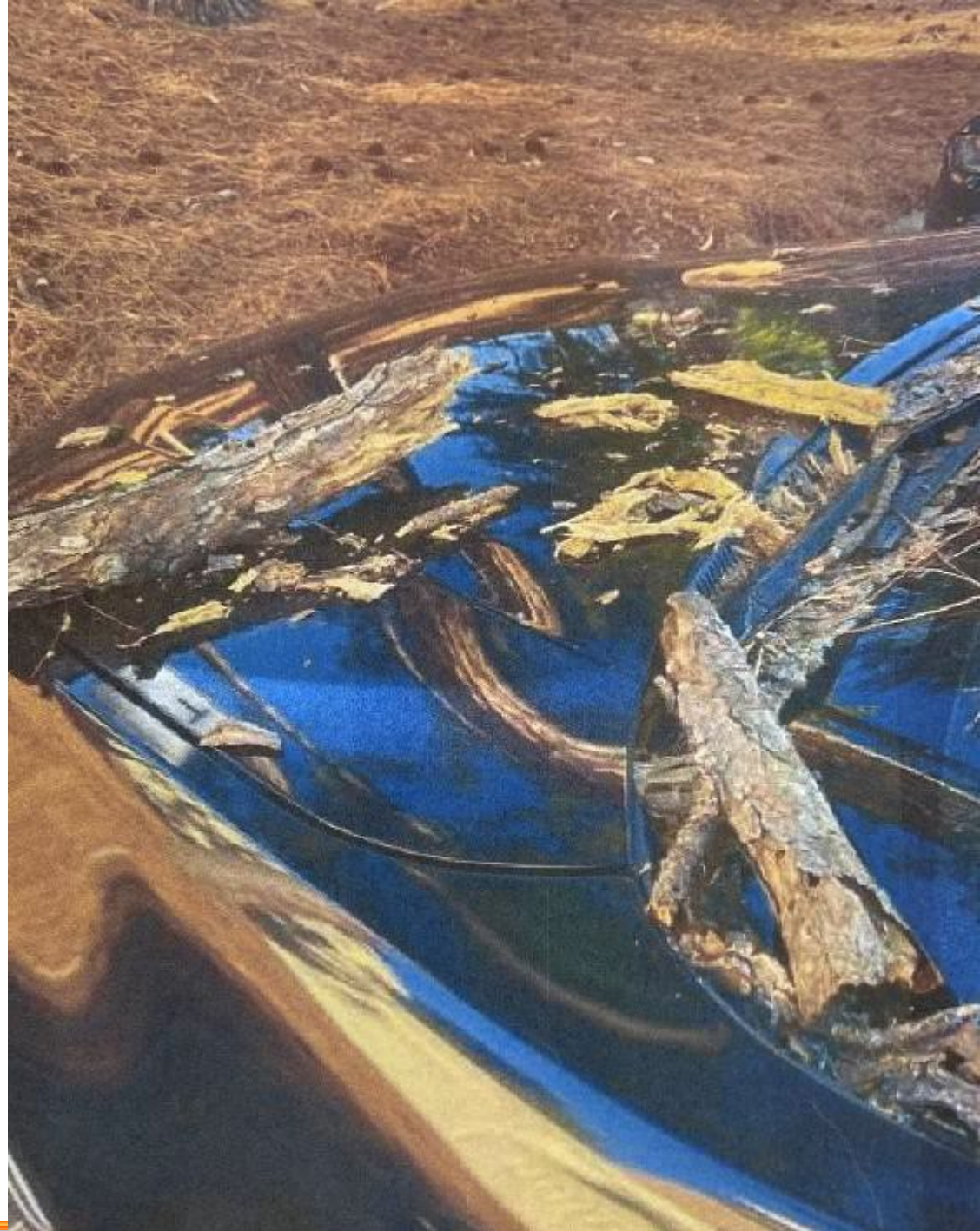
Classic Insurance question.

When a tree limb falls on car who pays?

Healthy tree, High winds, Act of God, Car owner insurance pays.

Dead limb, dead limb fall from same tree last year. We pay for it.

How many of your agencies have program to check your trees for dead limbs?



Risk Management

Contacts:

Cary Carrillo-Miller

Liability/APD Claim Manager

Georgia Administrative Services o/b/o

Georgia Department of Administrative Services

(678) 325-2647 or cary.carrillo@doas.ga.gov

Shinae Hardimon

APD Claim Supervisor

678-325-2618 or shinae.hardimon@doas.ga.gov

Glass Claims:

Annita Myers-Jefferson

678-325-2586 or annita.myers-Jefferson@doas.ga.gov

Risk Management

When am I covered?

Coverage attaches to the driver, but only where the driver is performing his/her official duties. Employees must understand that the use of a state or leased vehicle is for business travel only. If the vehicle is kept overnight, it should not be used for any other purposes unless called out after normal work hours for state related business. There is NO liability coverage for personal errands.

Risk Management

Causes of collisions:

Driver charged with DUI.

16 claims from one accident in
March 2018

\$1,235,000 Total Paid So Far



Risk Management

Rental Car Contract

- Collision coverage is included in contract with same restrictions.
- If a state employee rents a vehicle through a rental car company not listed on the statewide contract, then the employee should purchase the collision damage waiver.
- Failure to follow this process could expose the employee to personal loss.



Georgia Rentals



**Georgia &
National Rentals**

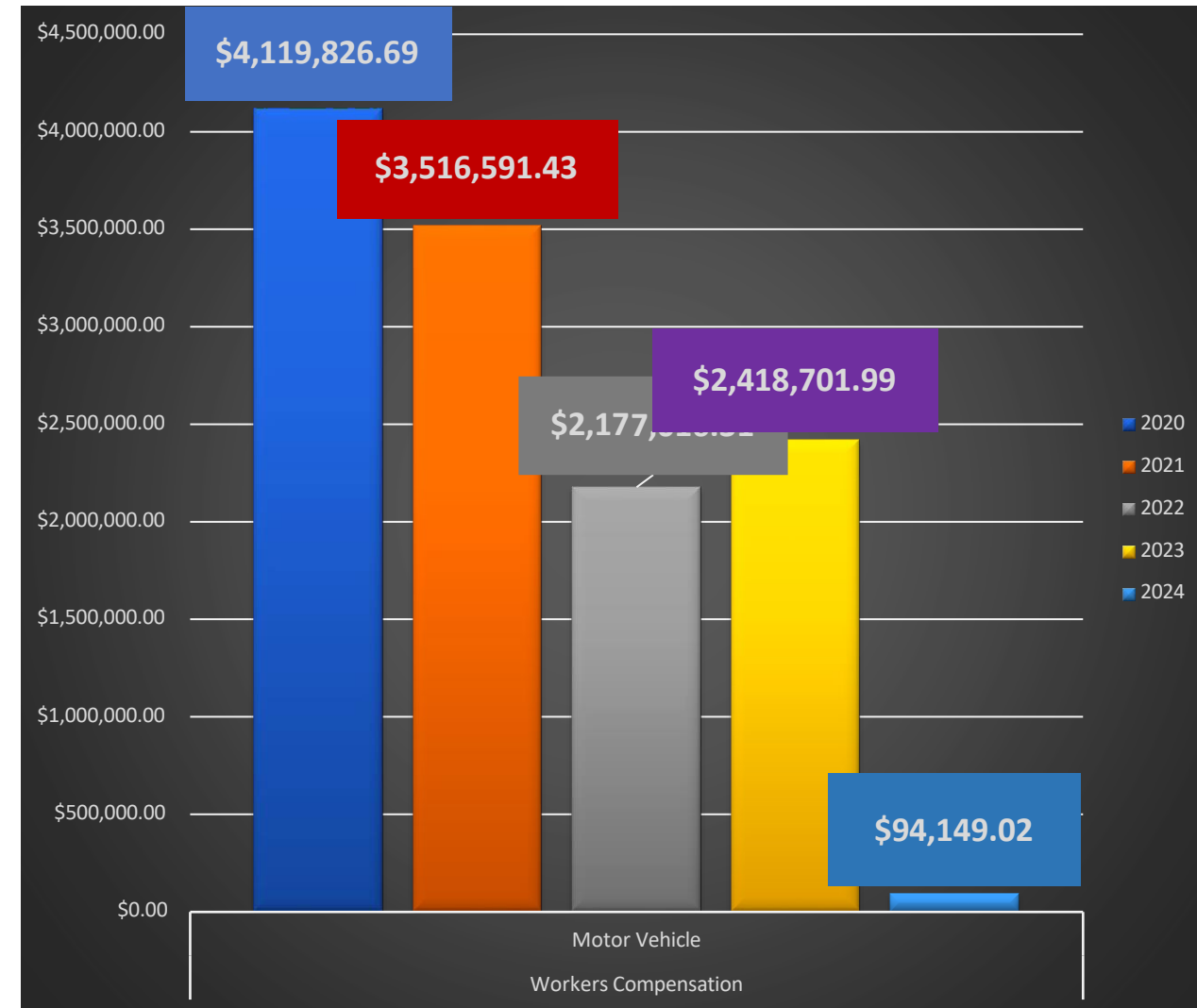
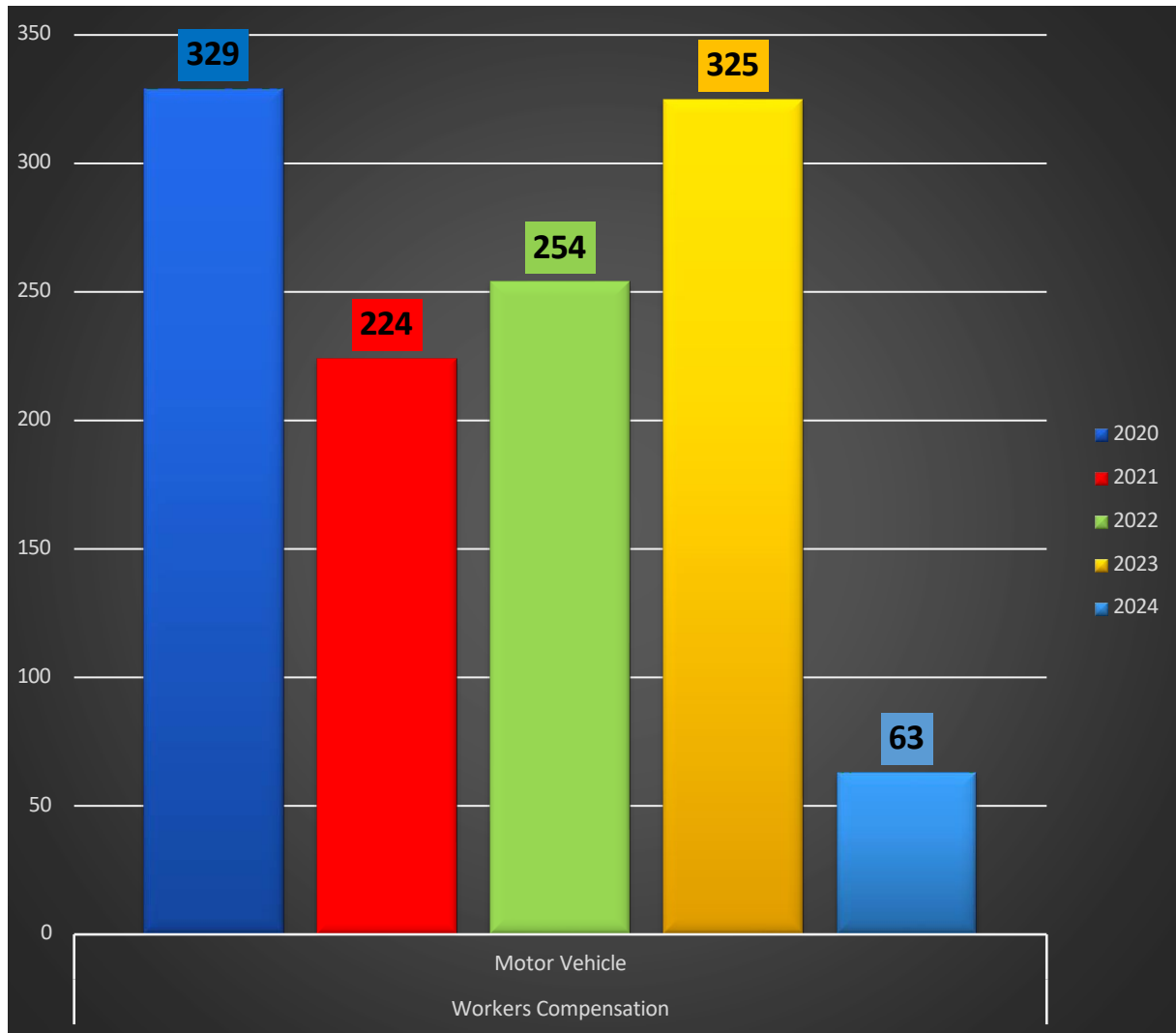
Risk Management

Personal Vehicles

- Liability coverage is provided by the State of Georgia while being used for State Business.
- Same coverage, same restrictions.
- State will **Never, Ever, Ever, Ever** pay for damage to personal vehicle.
- Damage from deer, broken windshield, H&R, your insurance, your deductible.



Risk Management



Risk Management

State of Georgia APD

APD

67 Backing

789 Glass

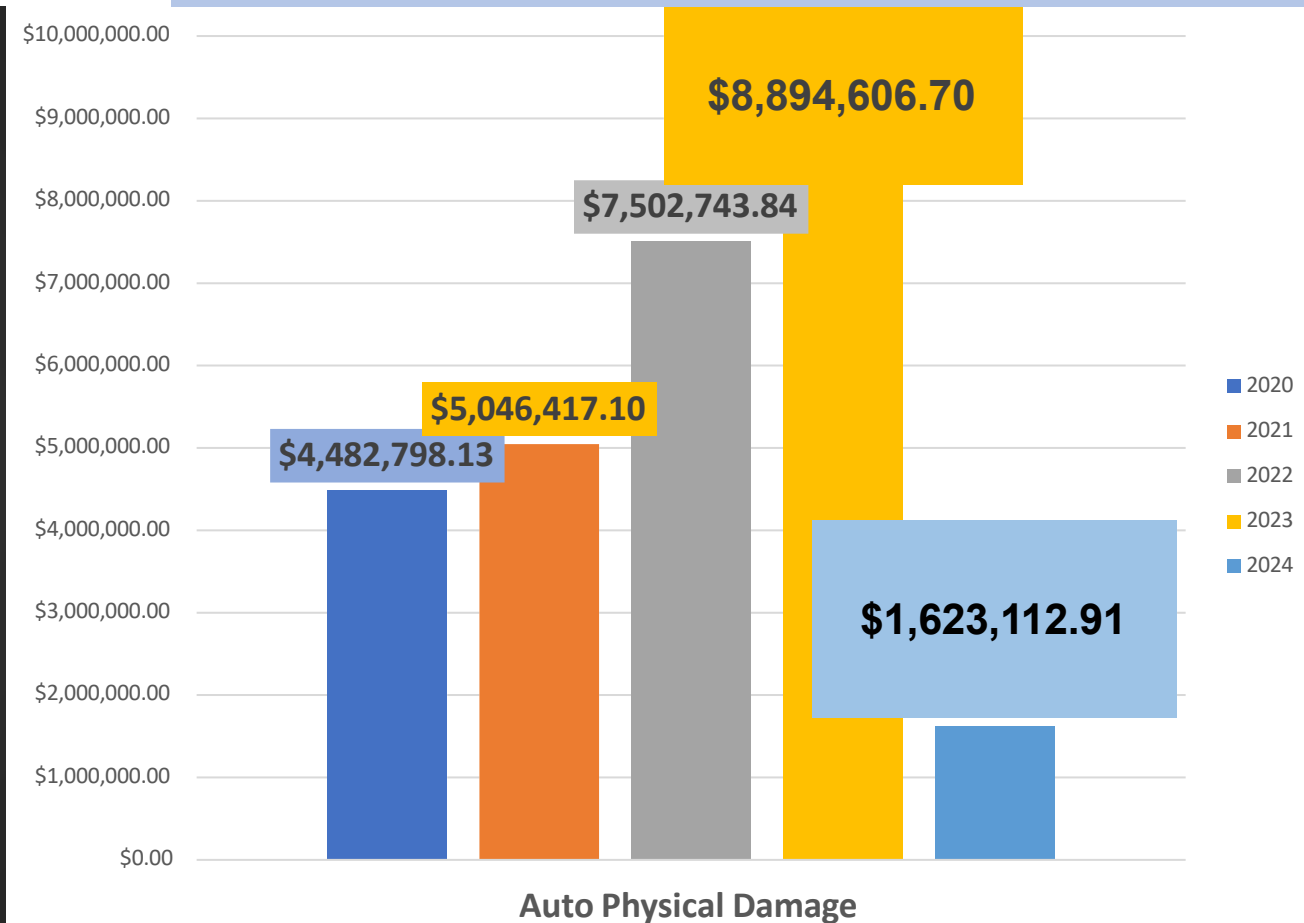
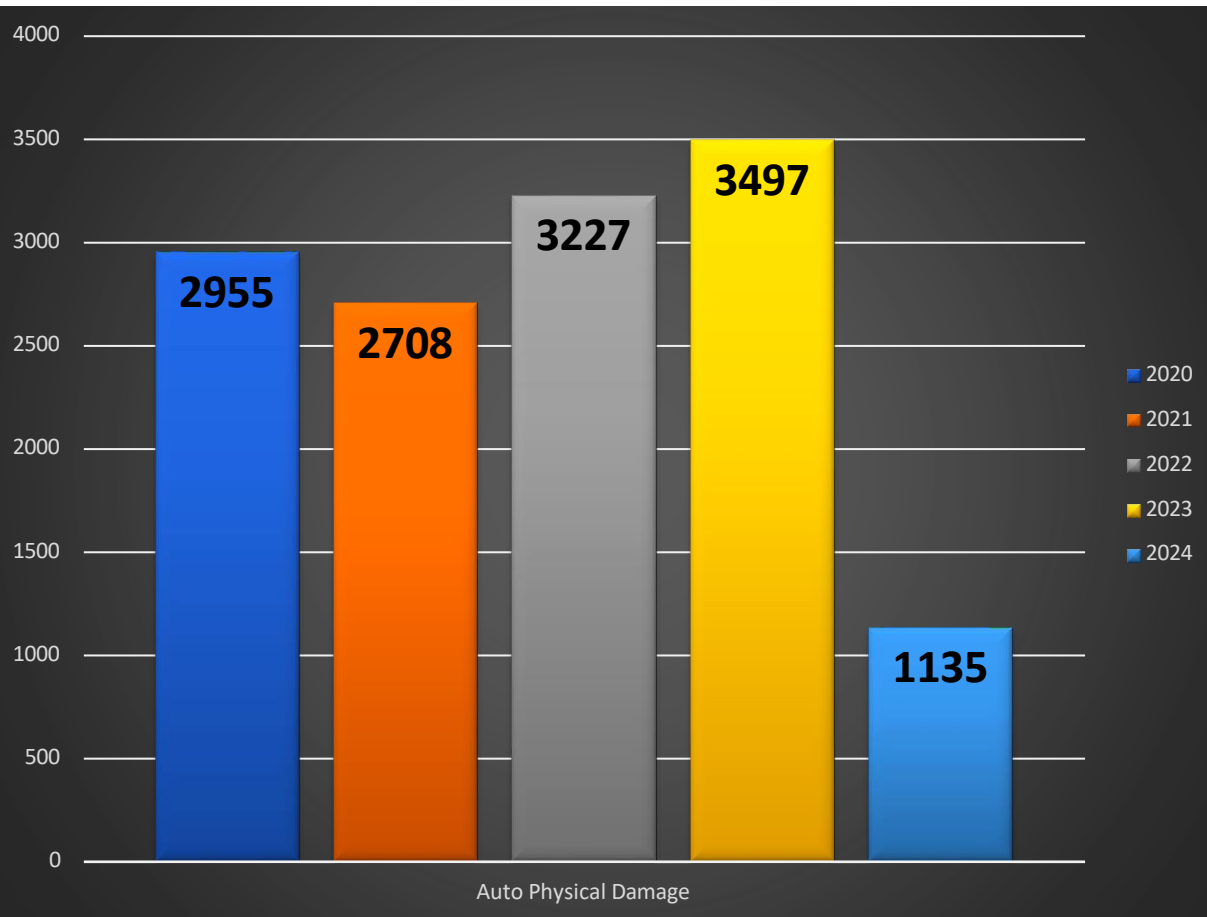
380 HFO

706 PIT

218 Animal hit (Armadillo \$3107, Bobcat \$3,863 Buzzard \$1,1128, Cat, \$2,050, Cow, Dog \$2,140, Deer, \$26,644, Deer carcass, Opossum (\$670)

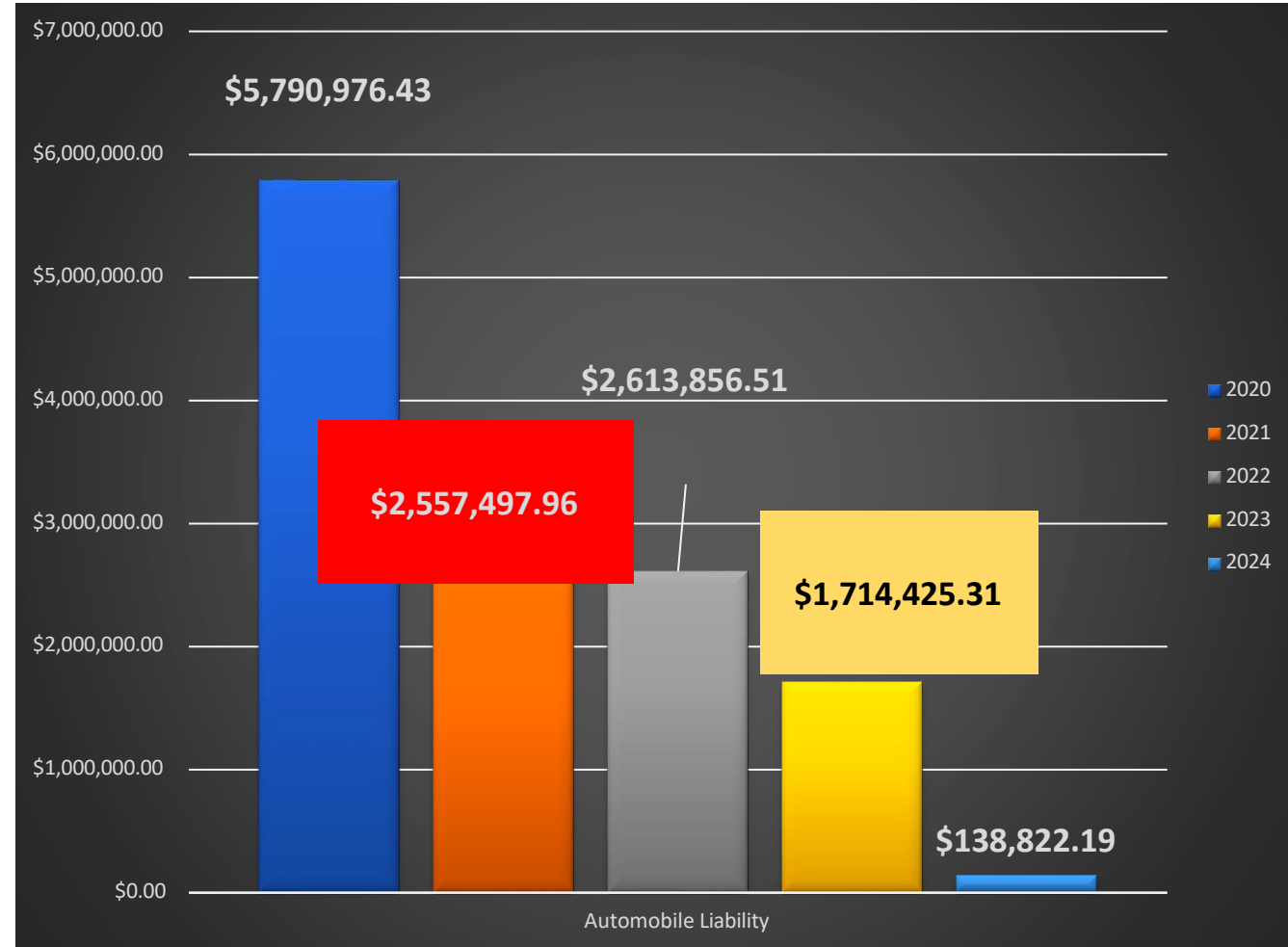
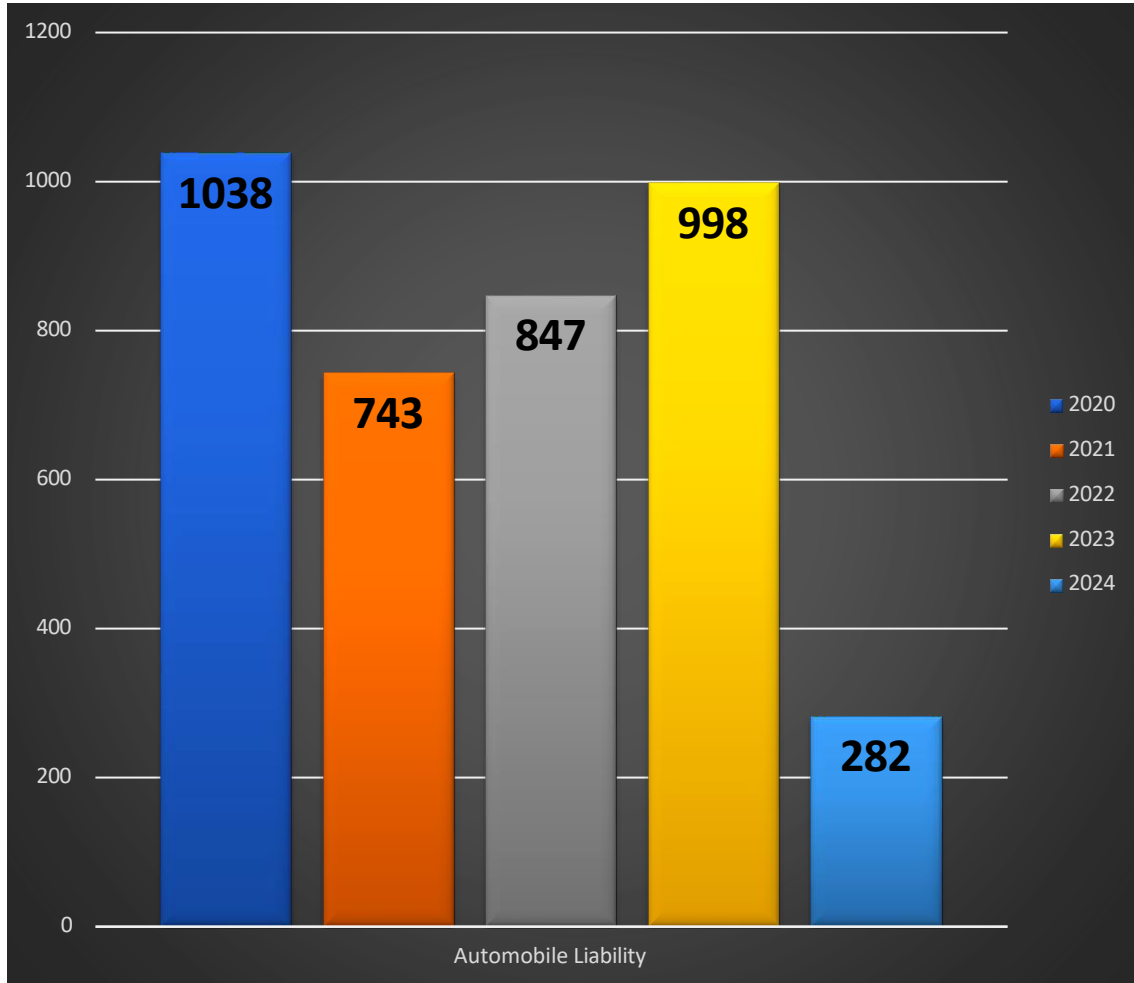
Baby Raccoon \$4,637, Turkey, \$2,277 Wild Hog, 1 incident car hit 5 hogs \$6,000+) (\$873,000 total)

136 Rearended OV



Risk Management

Auto Liability



Risk Management

The State of Georgia spends about \$500 per vehicle due to Auto claims in FY2022

(Over 20,000 vehicles being operated by the State of Georgia)

	FY2021	FY2022	FY2023
APD	\$5,046,417.84	\$7,502,743.84	\$8,894,606.70
AL	\$2,557,497.96	\$2,613,856.51	\$1,714,425.31
WC- MVA	\$4,119,826.69	\$2,177,016.31	\$2,418,701.99
Total	\$11,723,742.50	\$12,293,616.70	\$13,027,734
Accident Cost Per Vehicle	\$586.19	\$614.68	\$651.38*

*Total Paid as of July 2022, so FY2022 will grow.

Risk Management

The State of Georgia had 790 APD glass claims in FY2023

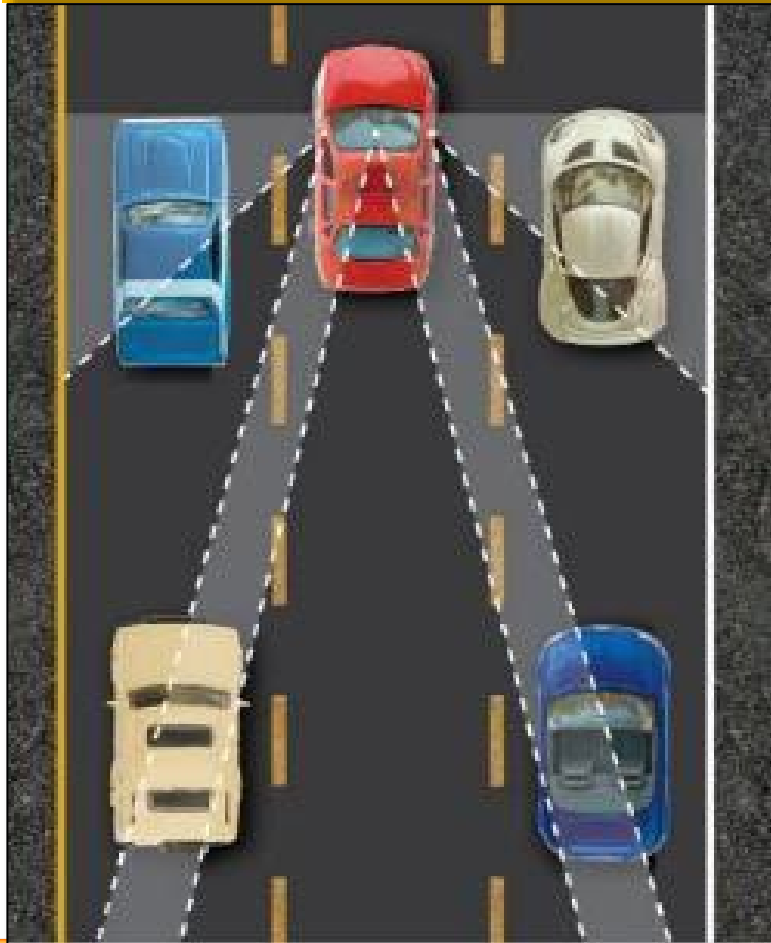
194 Rear End Collisions caused by STATE DRIVERS

**One Solution – Back Off!
At least 3, 4 is better, seconds following distance.**



Risk Management

Backing



Refrain from backing if you can pull through



The recommended speed for backing is less than 1 mph



If backing is required use the Straight Line-Sight Side-Blind Side method

G.O.A.L. requires you to place orange safety cones at either end of the vehicle whenever you park.

Get Out And Look (G.O.A.L.)

Risk Management

Questions?

Send us an email or call

J. Todd Crisp

Loss Control & Safety Officer
(404)-657-9139
James.Crisp@doas.ga.gov

Hiram S. Lagroon, BS

Chief Loss Control & Safety Officer
(404) 463-6309
Hiram.Lagroon@doas.ga.gov

C. G. Lawrence, III, CSP, REM, ARM-P

Chief Loss Control & Safety Officer
(404) 657-4457
Charles.Lawrence@doas.ga.gov

And Welcoming this month:

Vicki Medlock,

Loss Control & Safety Officer
(404) 463-7982
vicki.medlock@doas.ga.gov

- www.DOAS.ga.gov



Risk Management



Department of Administrative Services
Improving efficiency, compliance and workforce performance

Fleet Days Training – Risk Management

Cary Carrillo-Miller
Liability/APD Claim Manager
Georgia Administrative Services o/b/o
Georgia Department of Administrative Services
(678) 325-2647

C. G. Lawrence, III, CSP, ARM-P, REM
Chief Loss Control Safety Officer



Risk Management



Department of Administrative Services
Improving efficiency, compliance and workforce performance

Notice of Claim

Within 48 hours

Net Claim – 877-656-7475

APD mail box (apd@doas.ga.gov)

Required Documentation and Information:

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Risk Management



Department of Administrative Services
Improving efficiency, compliance and workforce performance

Towing and Storage

DOAS will pay up to \$450.00, unless special circumstances apply as determined by DOAS.

No payments exceeding \$450 unless the claim was reported to DOAS/Navex within 48 hours of the loss and the notice indicates that the agency is making an APD claim.

Towing coverage applies only to claims that are covered under the APD policy.





Risk Management



Department of Administrative Services
Improving efficiency, compliance and workforce performance

Exclusions

- Wear and Tear, mechanical or electrical breakdown.
- Blowouts, punctures or other road damage to tires





Risk Management



Department of Administrative Services
Improving efficiency, compliance and workforce performance

Deductibles

All collision and comprehensive losses are subject to a \$500 deductible. However, for agencies participating in the **Comprehensive Loss Control Program** the Collision and Comprehensive **deductibles are waived except** in the following circumstances:

- Loss involving a rear end collision caused by the agency driver. **(394 AL & APD claims, FY2019 claims)**
- Colliding with a fixed object, including a parked vehicle. **(637 AL & APD claims FY2019)**
- Failure to report to state or local police any criminal act resulting in a loss to a covered auto. Criminal acts include, but are not limited to, vandalism and “hit and run” accidents.
- Loss caused by a collision between a covered auto and a covered party’s other owned, leased or controlled property, including but not limited to buildings, signs, fences, posts, autos, mobile equipment, etc. situated on or adjacent to the covered party’s premises. These losses are subject to a **\$1,500** deductible.



Risk Management



Department of Administrative Services
Improving efficiency, compliance and workforce performance

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Risk Management

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The insurance ID card cannot be used for the registration of privately owned vehicles. To do so could result in criminal prosecution.

Copies of the APD policy or the insurance ID card can be found on the DOAS website at doas.ga.gov/risk-management

Warning: This card is not to be used for the registration of a privately-owned vehicle. Any person using this card for such a purpose may be subject to criminal prosecution.



State of Georgia Government Vehicle Georgia Liability Insurance Identification Card

Insurer: State of Georgia DOAS/RMS Self Insurance Program
Policy Numbers: TCP - 401 - 14 - 20 / CGL - 401 - 14 - 20
Coverage: July 1, 2019 - June 30, 2020
Insured: State of Georgia Government or State employees while operating a vehicle within the scope and course of employment.

Card Issued by DOAS Risk Management Services - Fleet

KEEP THIS CARD IN YOUR MOTOR VEHICLE WHILE IN OPERATION

Toll Free Phone: 1-877-656-7475 Report accidents within 48 hours

If you are in an accident, be sure to get the following information before leaving the area:

- 1) Date, Time, Place;
- 2) Your Vehicle - year, make, model, tag;
- 3) Describe Accident. Include:
 - Direction each vehicle was traveling, weather conditions
 - Details of accident.
- 4) For all individuals include: name, address, employer, home and work phone numbers. Describe injuries claimed and observed; ID hospital, if applicable;
 - Insured (State Employee) driver
 - Your passengers
 - Other driver
 - His/ her passengers
 - Witnesses
- 5) Other vehicle(s): year, make, model, tag, insurance co. and policy #
- 6) Police: agency, officer, citations issued (?), to whom?



Risk Management



Department of Administrative Services
Improving efficiency, compliance and workforce performance

Contacts:

Cary Carrillo-Miller

Liability/APD Claim Manager

Georgia Administrative Services o/b/o

Georgia Department of Administrative Services

(678) 325-2647 or cary.carrillo@doas.ga.gov

Shinae Hardimon

APD Claim Supervisor

678-325-2618 or shinae.hardimon@doas.ga.gov

Glass Claims:

Annita Myers-Jefferson

678-325-2586 or annita.myers-Jefferson@doas.ga.gov

Department of Administrative Services
Improving efficiency, compliance, and workplace performance

Fleet Day - 2023

Office of Fleet Management



AGENDA

- **Vehicle Request Maintenance and Fuel Review**
- **Overdue for PM**
- **Open Recall Report**
- **WEX Online Card Profiles and Transactions**
- **Fraud**
- **WEX Clearview Overview**

Vehicle Request Maintenance Reviews

The screenshot shows the Holman Insights dashboard for the UAW Strike. The top navigation bar includes the Holman logo, 'Insights UAW Strike', and utility icons. A secondary navigation bar contains 'Search', 'Vehicles', 'Driver', 'Ordering', 'Customer', 'Reporting', 'Communication', and 'Holman pages'. The 'Reporting' menu is highlighted with a yellow box and a yellow arrow pointing to it. A dropdown menu from 'Reporting' is open, with 'Reporting Hub' highlighted by a yellow box and a yellow arrow pointing to it. The main content area is divided into several sections: 'Important Contacts' with contact information for technical assistance, strategic support, maintenance technicians, and claims; 'Vehicle Inventory' with a bar chart showing 78 vehicles having average monthly travel less than 500 miles, broken down by status (Active, Out of Svc, Sold); 'Vehicles Expenses' with two metrics: 23 vehicles with life-of-vehicle maintenance costs over \$7,500 and 45 vehicles meeting replacement criteria; 'Run these reports to help with Tier Report Scoring' with a list of report links; 'Odometer Reading & Fueling' with metrics for vehicles with no fuel transactions and active vehicles with odometer entries; and 'Saved Search Options' for DOAS created vehicle lists.

Holman | Insights UAW Strike

DASHBOARDS QUICK SEARCH FAVORITES SAVED SEARCHES SUPPORT CENTER

Search Vehicles Driver Ordering Customer **Reporting** Communication Holman pages

Main Dashboard Maintenance Inventory Holman Insights Training Dashboard Modules Cheat Sheet Trends

Important Contacts:

Who to Contact for:

Holman Insights Technical Assistance:
CIS Help Desk
(856) 439-7478 or cishelpdesk@holman.com

WEX Strategic Support:
Strategic.support@wexinc.com
(800) 726-0492

Holman Maintenance Technician:
(800) CAR-CARE
(800) 227-2273

Vehicle Requests/Vehicle Inventory/Transfers/MV1's:
Bobby Arrington – (404) 657-6908
Bobby.Arrington@doas.ga.gov

Damage to State Vehicles:
APD@doas.ga.gov

Windshield Claims and Questions:
Annita Myers-Jefferson – (678) 325-2586
Annita.Myers-Jefferson@doas.ga.gov

Claims from Folks We Hit:
Wade Damron 404-463-7982
Wade.Damron@doas.ga.gov

Vehicle Inventory:

Inventory by Status

Status	Count
Active	78
Out of Svc	10
Sold	15

78 Vehicle(s) Having Average Monthly Travel Less Than 500 Miles

Vehicles Expenses:

Repair or Surplus?

23 Vehicles With Life-Of-Vehicle Maintenance Total Cost over \$7,500	45 Vehicles Meeting Replacement Criteria exceeding: 144 MIS, 150,000 miles(km), \$7,500 in maintenance
---	---

Run these reports to help with Tier Report Scoring:

Desktop Intelligence Reports
Click on any report below to open it in a new window:

- [SOG PM Overdue and Coming Due \(1\)](#)
- [5C95 Preventive Maintenance Dates](#)
- [Last 6 Months Maintenance v2](#)
- [Mileage Exception Report V1.1](#)
- [Agency Annual Mileage V2](#)
- [Agency MV1 Detail Report V2-ISS](#)
- [5C95 Fixed And Operating Expenses](#)
- [5C95 Scorecard Fleet v2](#)
- [Assigned Vehicle by Mileage Listing Report V1-ISS](#)
- [Fleet Total Cost Per Mile Report](#)
- [Fuel Data by Agency Name and Transaction Date Range](#)
- [5C95-Miles by Month in a Date Range wPromptsV1-2](#)

Odometer Reading & Fueling:
Is this vehicle used regularly? Have you fueled up in the last month?

N/A Vehicles with no Fuel Transactions in over 30 days	30 Active Vehicles without an odometer entry in the last 31 days
--	---

Saved Search Options:
DOAS created vehicle lists

Vehicle Request Maintenance Reviews

Holman | Insights UAW Strike

DASHBOARDS | QUICK SEARCH | FAVORITES | SAVED SEARCHES | SUPPORT CENTER

Search Vehicles Driver Ordering Customer Reporting Communication Holman pages

? Show Me How

Reporting Hub ?

Page Tour

New Hub Report ?

Build a new hub report using either the wizard interface or drag and drop

CREATE

Search BI Templates ?

Browse and access a library of reports covering a diverse array of topics

FIND

Schedule Listing ?

View and manage your active report schedules

SCHEDULES

My Hub Reports (0)

Templates (100)

All (100) My Organization (19)

- FUEL REPORT
- FIXED AND OPERATING EXPENSES
- MILES BY MONTH IN A DATE RANGE
- PO COST ANALYSIS
- PREVENTIVE MAINTENANCE DATES
- R AND M INVOICE BILLING

Hub Inbox (0)

Custom BI Reports (1)

Maint Prior 6 and Prior 12

Retrieve Report

Vehicle Request Maintenance Reviews

The screenshot displays the Holman Reporting Hub interface. At the top, the navigation bar includes the Holman logo, 'Insights UAW Strike', and utility icons for settings, eye, print, and share. Below this are menu items for DASHBOARDS, QUICK SEARCH, FAVORITES, SAVED SEARCHES, and SUPPORT CENTER. A secondary navigation bar lists categories like Search, Vehicles, Driver, Ordering, Customer, Reporting, Communication, and Holman pages, along with a 'Show Me How' button and a search input field.

The main content area is titled 'Reporting Hub' and features three primary action cards: 'New Hub Report' (CREATE), 'Search BI Templates' (FIND), and 'Schedule Listing' (SCHEDULES). Below these are four sections: 'My Hub Reports (0)', 'Templates (100)', 'Hub Inbox (0)', and 'Custom BI Reports (1)'. The 'Templates (100)' section is expanded to show a list of report templates, with 'SOG MAINT' highlighted by a yellow box and a yellow arrow pointing to it from the left. Other templates include 'SOG PM Overdue and Coming Due (1)', '5C95 Preventive Maintenance Dates', 'Last 6 Months Maintenance v2', 'Mileage Exception Report V1.1', and 'Mileage Exception Report V4'. The 'Custom BI Reports (1)' section shows 'Maint Prior 6 and Prior 12'. At the bottom right, there is a search bar with a magnifying glass icon and a 'Retrieve Report' button, and a chat icon.

Vehicle Request Maintenance Reviews

Report												
Client Code	Division	Agency	Agency Name	Segments	ARI Vehicle No	State ID	VIN	Date of Last Repair	Repair Last 6 Months?	Repair Last 12 Months?	Site-Location ID	Location Name
5C95	XY	XY11	ENTITY X	EX	199843	123-129843	1FTNE14W37DB40753	08/18/2022			1230-6	OFFICE 6
5C95	XY	XY11	ENTITY X	F	194770	123-144770	1FADP5CU0FL102937	12/14/2022		Y	1230-6	OFFICE 6
5C95	XY	XY11	ENTITY X	F	194779	123-144779	2G1WA5E32F1112599	10/02/2023	Y	Y	1230-6	OFFICE 6
5C95	XY	XY11	ENTITY X	F	194780	123-144780	2G1WA5E39F1113944	07/24/2023	Y	Y	1230-6	OFFICE 6
5C95	XY	XY11	ENTITY X	F	194891	123-144891	2G1WA5E34G1165094	10/02/2023	Y	Y	1230-6	OFFICE 6
5C95	XY	XY11	ENTITY X	EX	194895	123-144895	KNAGM4AD6G5094570	10/02/2023	Y	Y	1230-6	OFFICE 6
5C95	XY	XY11	ENTITY X	F	194897	123-144897	KNAGM4AD2G5094498	10/02/2023	Y	Y	1230-6	OFFICE 6
5C95	XY	XY11	ENTITY X	EX	194915	123-144915	1FTMF1C83GFC60990	08/11/2023	Y	Y	1230-6	OFFICE 6
5C95	XY	XY11	ENTITY X	F	194922	123-144922	1FMCU0F75HUB05154	04/12/2023		Y	1230-6	OFFICE 6
5C95	XY	XY11	ENTITY X	F	194923	123-144923	1FMCU0F77HUB05155	10/08/2023	Y	Y	1230-6	OFFICE 6
5C95	XY	XY11	ENTITY X	F	194924	123-144924	1FMCU0F79HUB05156	09/26/2023	Y	Y	1230-6	OFFICE 6
5C95	XY	XY11	ENTITY X	F	194925	123-144925	1FMCU0F70HUB05157	09/15/2023	Y	Y	1230-6	OFFICE 6
5C95	XY	XY11	ENTITY X	F	194926	123-144926	1FMCU0F72HUB05158	08/25/2023	Y	Y	1230-6	OFFICE 6
5C95	XY	XY11	ENTITY X	F	194927	123-144927	1FMCU0F74HUB05159	07/11/2023	Y	Y	1230-6	OFFICE 6
5C95	XY	XY11	ENTITY X	F	194928	123-144928	3FA6P0G76HR159440	10/02/2023	Y	Y	1230-6	OFFICE 6
5C95	XY	XY11	ENTITY X	F	196497	123-136497	1FM5K8B88FGA78555	09/26/2023	Y	Y	1230-6	OFFICE 6
5C95	XY	XY11	ENTITY X	F	196498	123-136498	1FM5K8B86FGA78554	08/10/2023	Y	Y	1230-6	OFFICE 6
5C95	XY	XY11	ENTITY X	F	196737	123-146737	1FMCU0F76HUE76081	03/07/2023		Y	1230-6	OFFICE 6
5C95	XY	XY11	ENTITY X	F	196757	123-146757	1FTFP0E5X0EA801	09/12/2023	Y	Y	1230-6	OFFICE 6
5C95	XY	XY11	ENTITY X	F	196804	462-146804	1FM1U11ET3NEA38229	09/19/2023	Y	Y	1230-6	OFFICE 6

Holman Report – Vehicles Overdue for PM

Holman | Insights UAW Strike

DASHBOARDS | QUICK SEARCH | FAVORITES | SAVED SEARCHES | SUPPORT CENTER

Search Vehicles Driver Ordering Customer Reporting Communication Holman pages Show Me How

Main Dashboard Maintenance Inventory Holman Insights Training PM Coupon Schedules Cheat Sheet Trends

Important Contacts:

Who to Contact:

Holman Insightful Assistance:
CIS Help Desk
(856) 439-7478 or cishelpdesk@holman.com

WEX Strategic Support:
Strategic.support@wexinc.com
(800) 726-0492

Holman Maintenance Technician:
(800) CAR-CARE
(800) 227-2273

Vehicle Requests/Vehicle Inventory/Transfers/MV1's:
Bobby Arrington – (404) 657-6908
Bobby.Arrington@doas.ga.gov

Damage to State Vehicles:
APD@doas.ga.gov

Windshield Claims and Questions:
Annita Myers-Jefferson – (678) 325-2586
Annita.Myers-Jefferson@doas.ga.gov

Claims from Folks We Hit:
Wade Damron 404-463-7982
Wade.Damron@doas.ga.gov

Your Inventory:

Inventory by Status
All Vehicles

Status	Count
Active	~250
Out of Svc	~10
Sold	~70

78 Vehicle(s) Having Average Monthly Travel
Less Than 500 Miles

Vehicles Expenses:

Repair or Surplus?

23 Vehicles With Life-Of-Vehicle Maintenance Total Cost over \$7,500	45 Vehicles Meeting Replacement Criteria exceeding: 144 MIS, 150,000 miles(km), \$7,500 in maintenance
---	---

Run these reports to help with Tier Report Scoring:

Desktop Intelligence Reports
Click on any report below to open it in a new window:

- [SOG PM Overdue and Coming Due \(1\)](#)
- [5C95 Preventive Maintenance Dates](#)
- [Last 6 Months Maintenance v2](#)
- [Mileage Exception Report V1.1](#)
- [Agency Annual Mileage V2](#)
- [Agency MV1 Detail Report V2-ISS](#)
- [5C95 Fixed And Operating Expenses](#)
- [5C95 Scorecard Fleet v2](#)
- [Assigned Vehicle by Mileage Listing Report V1-ISS](#)
- [Fleet Total Cost Per Mile Report](#)
- [Fuel Data by Agency Name and Transaction Date Range](#)
- [5C95-Miles by Month in a Date Range wPromptsV1-2](#)

Odometer Reading & Fueling:

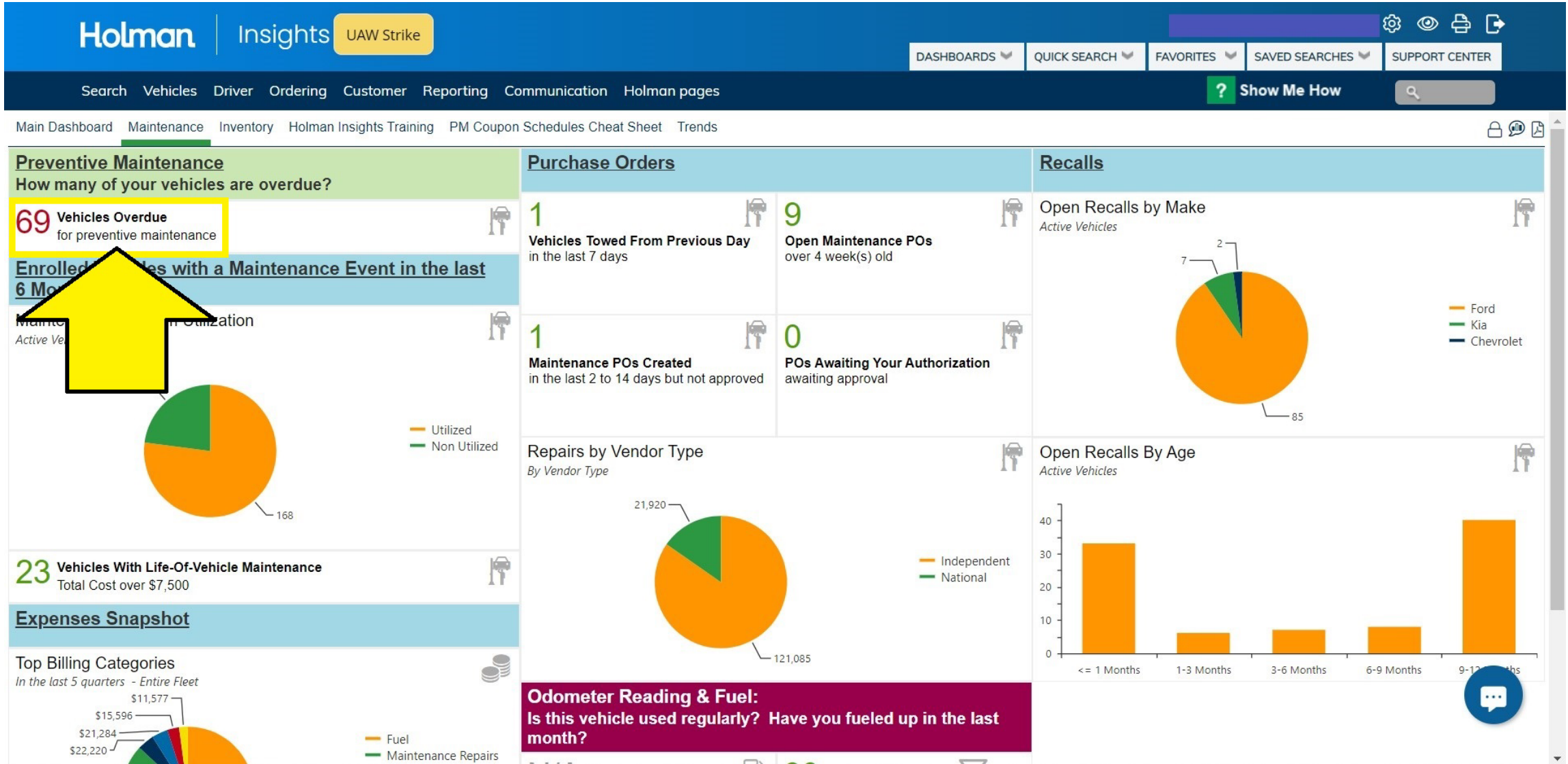
Is this vehicle used regularly? Have you fueled up in the last month?

N/A Vehicles with no Fuel Transactions in over 30 days	30 Active Vehicles without an odometer entry in the last 31 days
--	---

Saved Search Options:

DOAS created vehicle lists

Vehicle Request Maintenance Reviews



Vehicle Request Maintenance Reviews

Vehicles Overdue for preventive maintenance

Total Rows 69 Rows Per Page 20 Page 1 of 4 Go to Page

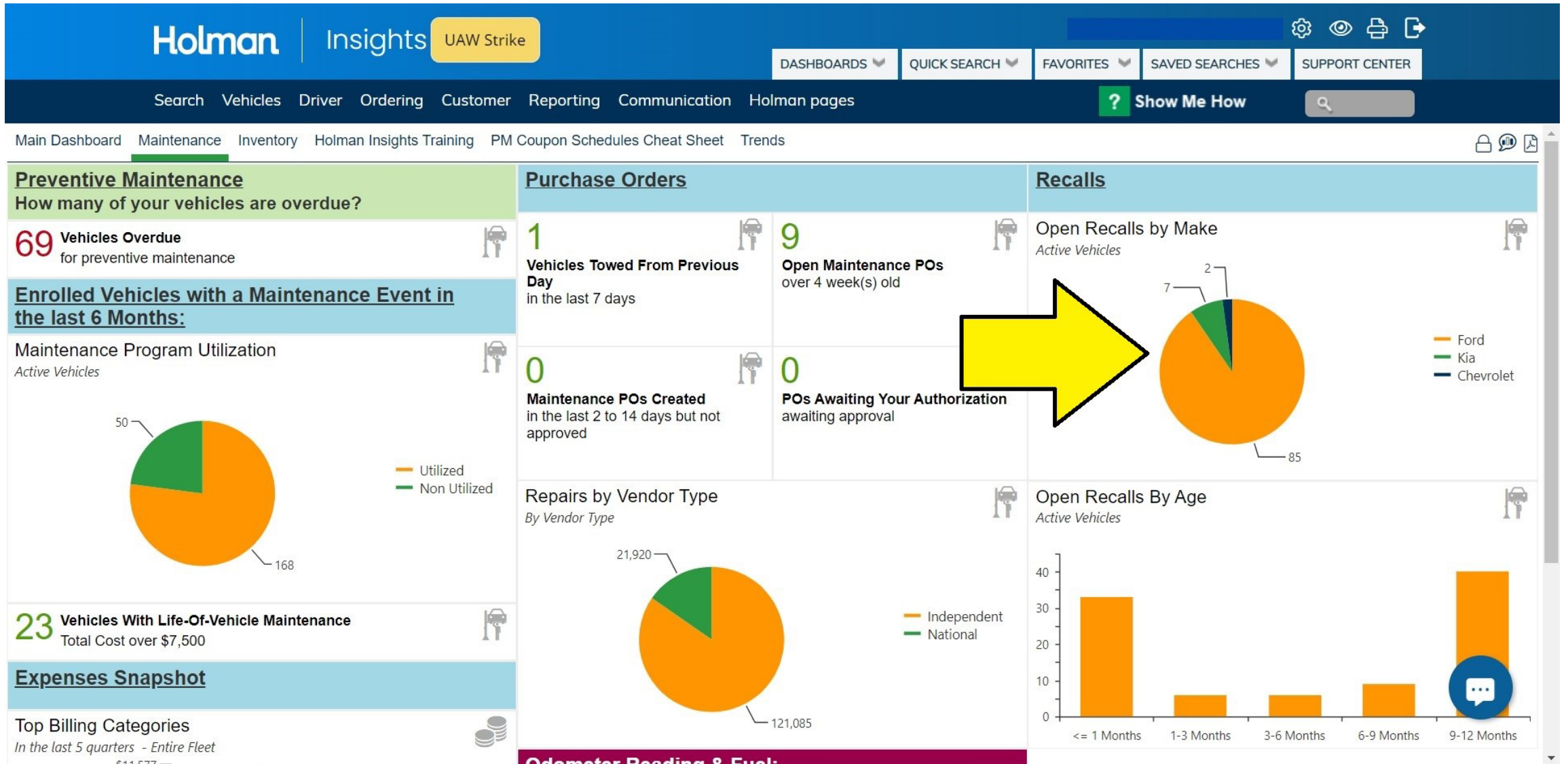
Customize



	Client	Vehicle	State ID #	Division	Agencies	Driver	Fleet Contact	VIN	State/Province	Make Name	VIN Model	Non-Maint ARI Programs	Site-LocationID	Client D	Billing #/ID
Details	5C95	146826	123-146826	XY	XY11	UNK	WAYNE	1FTFW1E82PFA03874	GA	FORD	F-150	7500S	1230-12		
Details	5C95	146827	123-146827	XY	XY11	UNK	WAYNE	1FTFW1E80PFA04165	GA	FORD	F-150	7500S	1230-12		
Details	5C95	190009	123-190009	XY	XY11	UNK	WAYNE	47GAD22149B000009	GA	MARINE VEN	KEY WEST TRAILER	MAINT	1230-22		
Details	5C95	190611	123-0611	XY	XY11	UNK	WAYNE	1YR114064LC000611	GA	BOAT TRAILER	TRAILER	MAINT	1230-22		
Details	5C95	192268	123-2268	XY	XY11	UNK	WAYNE	1MSBA1713B1E62268	GA	BOAT TRAILER	TRAILER	MAINT	1230-22		
Details	5C95	193201	123-3201	XY	XY11	UNK	WAYNE	1M5BA202681E43201	GA	MAGICTILT TRAILERS	TRAILER	MAINT	1230-22		
Details	5C95	194758	123-144758	XY	XY11	UNK	WAYNE	1FM5K8B81FGB20077	GA	FORD	EXPLORER	10M5K	1230-22		
Details	5C95	194759	123-144759	XY	XY11	UNK	WAYNE	1FM5K8B8XFGB20076	GA	FORD	EXPLORER	10M5K	1230-22		
Details	5C95	194760	123-144760	XY	XY11	UNK	WAYNE	1FTEX1EM0EKG23293	GA	FORD	F-150	10M5K	1230-22		
Details	5C95	194762	123-144762	XY	XY11	UNK	WAYNE	1FM5K8B88FGB20075	GA	FORD	EXPLORER	10M5K	1230-22		
Details	5C95	194770	123-144770	XY	XY11	UNK	WAYNE	1FADP5CU0FL102937	GA	FORD	C-MAX ENERGI	10M5K	1230-6		
Details	5C95	194778	123-144778	XY	XY11	UNK	WAYNE	1FADP5AU5FL102127	GA	FORD	C-MAX HYBRID	10M5K	1230-11		
Details	5C95	194790	123-144790	XY	XY11	UNK	WAYNE	1FTEX1E81FFB41946	GA	FORD	F-150	10M5K	1230-13		
Details	5C95	194792	123-144792	XY	XY11	UNK	WAYNE	1FTEX1E85FFB41948	GA	FORD	F-150	10M5K	1230-13		
Details	5C95	194803	123-144803	XY	XY11	UNK	WAYNE	1FM5K7B83GGA37181	GA	FORD	EXPLORER	10M5K	1230-16		
Details	5C95	194807	123-144807	XY	XY11	UNK	WAYNE	1FT7X2B64GEA66510	GA	FORD	F-250	10M5K	1230-13		
Details	5C95	194849	123-144849	XY	XY11	UNK	WAYNE	1FTMF1CP9FKE52766	GA	FORD	F-150	10M5K	1230-17		
Details	5C95	194852	123-144852	XY	XY11	UNK	WAYNE	1FMJK1GT6GEF23472	GA	FORD	EXPEDITION EL	10M5K	1230-22		
Details	5C95	194878	123-144878	XY	XY11	UNK	WAYNE	1GCHTBE33G1245503	GA	CHEVROLET	COLORADO	10M5K	1230-22		
Details	5C95	194880	123-144880	XY	XY11	UNK	WAYNE	1FTEW1EG0GFC00920	GA	FORD	F-150	10M5K	1230-22		



Holman Report – Open Recalls



Holman Report – Open Recalls

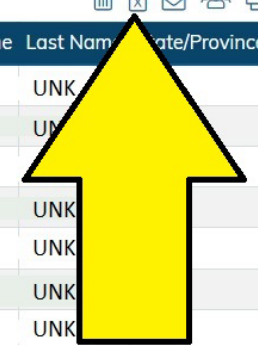
Open Recalls by Make: Kia

Total Rows 7 Rows Per Page 20 << < Page 1 of 1 > >> Go to Page →

[Customize](#) ⚙️



	Client	Vehicle	State ID #	Division	Asset Type	Fuel Type	Desc	Recall Description	Fleet Contact	VIN	Non-Maint ARI Programs	Status Date	First Name	Last Name	State/Province
Details	5C95	194883	123-144883	XY	SUV	Gas		SC249F TOW HH INSPECT/REPLACE +FUSE: DIO	WAYNE	5XYPG4A54GG157160	10M5K	08/01/2023	UNK	UNK	
Details	5C95	194884	123-144884	XY	SUV	Gas		SC249F TOW HH INSPECT/REPLACE +FUSE: DIO	WAYNE	5XYPG4A5XGG162525	10M5K	08/01/2023	UNK	UNK	
Details	5C95	194885	123-144885	XY	SUV	Gas		SC249F TOW HH INSPECT/REPLACE +FUSE: DIO	WAYNE	5XYPG4A52GG111519	10M5K	08/01/2023	UNK	UNK	
Details	5C95	194886	123-144886	XY	SUV	Gas		SC249F TOW HH INSPECT/REPLACE +FUSE: DIO	WAYNE	5XYPG4A52GG156914	10M5K	08/01/2023	UNK	UNK	
Details	5C95	194887	123-144887	XY	SUV	Gas		SC249F TOW HH INSPECT/REPLACE +FUSE: DIO	WAYNE	5XYPG4A56GG175398	10M5K	08/01/2023	UNK	UNK	
Details	5C95	194888	123-144888	XY	SUV	Gas		SC249F TOW HH INSPECT/REPLACE +FUSE: DIO	WAYNE	5XYPG4A55GG156910	10M5K	08/01/2023	UNK	UNK	
Details	5C95	196807	123-146807	XY	SUV	Gas		SC247F TOW HH INSPECT/REPAIR + FUSE: DIO	WAYNE	5XYP2DHC5NG297797	7500S	04/18/2023	UNK	UNK	



Department of Administrative Services

Improving efficiency, compliance, and workplace performance



Office of Fleet Management



WEX Online

Chris Buchanan

WEX Online Overview

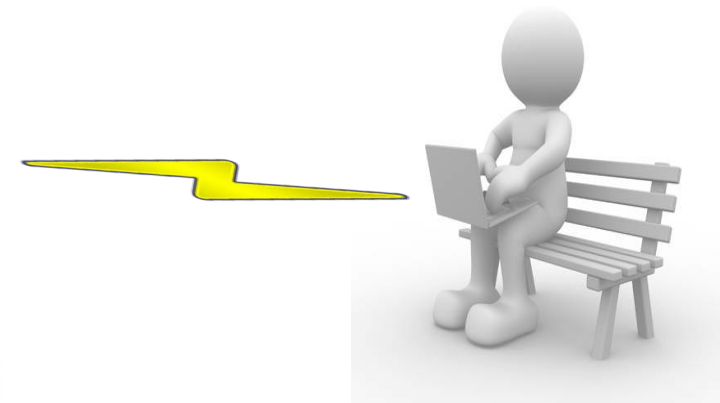


Home	Notifications	Home	Notifications
Cards 1	ACCOUNT OVERVIEW	Cards	ACCOUNT OVERVIEW
Transactions	<ul style="list-style-type: none">• Driver Pins• Cards• Add or Edit Authorization Profiles	Transactions 2	<ul style="list-style-type: none">• Manage & View Transactions
Administration		Administration	<ul style="list-style-type: none">• Transaction Disputes
Reports		Reports	<ul style="list-style-type: none">• Exception Reports

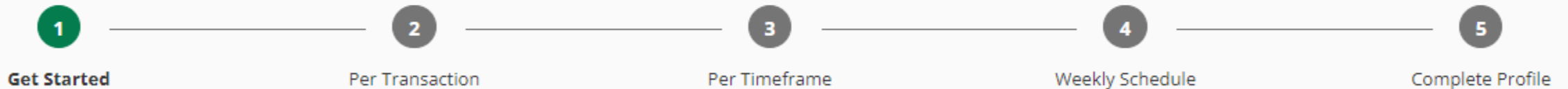
WEX Online Card Profiles

Card Profile Key Topics

- Profile Names
- Transactions Per Day
- Transaction Limits Fuel
- Transaction Limits Non-Fuel
- Time Frames

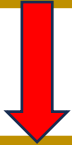


Add Authorization Profile

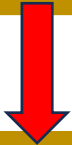


Card Profile Set Up Suggestions

Profile Name
Light Duty, Medium Duty,
Heavy Duty, Equipment,
Miscellaneous



Transactions Per Day
1-3



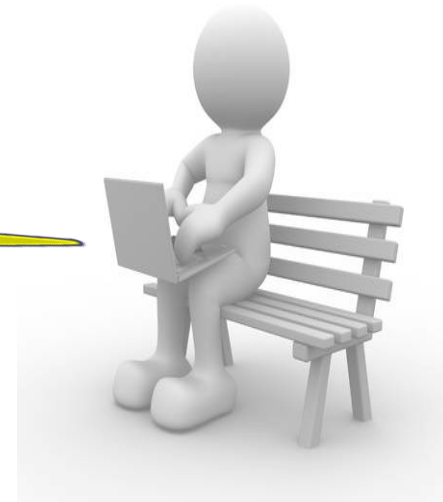
Transaction Limits
\$200-\$1000



Non-Fuel
\$100



Time Frames
Weekends, Holidays, etc...



WEX Online



Search

State of Georgia (L1)



- Home
- Cards
- Transactions**
- Administration
- Reports

Transactions

PENDING & DECLINED

Date & time	Driver info	Vehicle / Asset ID	Card #	Account info	Product description	Location	Status	Status res	
9/12/22 9:38 PM		13-4756	****18342	BARTOW COUNTY SHERIFFS OFFICE 0496002365039	Unleaded Regular	Circle K Site #3554	Pending	Approvec	
9/12/22 9:36 PM		13-4756	****18342	BARTOW COUNTY SHERIFFS OFFICE 0496002365039	Other Fuel (Non-Taxable)	Circle K Site #3554	Pending	Approvec	

Items per page 25 1 - 25 of 1001

1 of 41 pages

POSTED

Date & time	Driver info	Vehicle / Asset ID	Card #	Account info	Product description	Location	Total amount	
9/8/22 8:08 AM		467-7373	****59048	ST OF GA CORRECTIONS, DEPT OF 0496002430361	Unleaded Regular	Mr. B's CITGO Zebulon, GA	\$13.30	



- **No-Fuel List
(Developing the “No-Fuel” List)**

No Fuel List (Developing the "No-Fuel" List)

wex Online



24-48 Hours

Holman Insights



**Draft
No-Fuel List
(Active-Vehicles)**

Suspended/Terminated Fuel Cards



2022

Models



24-48 Hours

Current/Updated Odometer Readings

Agency No-Fuel List



A	B	C	D	E	F	G
603	303-4099	GEORGIA REAL ESTATE COMMISSION	GEORGIA REAL ESTATE COMMISSION	201VW00K7B1314096	CHEVROLET	IMPALA
604	303-8745	GEORGIA REAL ESTATE COMMISSION	GEORGIA REAL ESTATE COMMISSION	1G1ZS8R0X7128745	CHEVROLET	MALIBU
605	476-F4821	GEORGIA STUDENT FINANCE COMMISSION	GEORGIA STUDENT FINANCE COMMISSION	1FA0P9H0D05108009	FORD	FUSION
606	427-0340	HUMAN SERVICES, DEPARTMENT OF	REGION 3A - QUALITY LIVING SERVICES, INC	1FDXE4680M9231144	FORD	E-450
607	427-0708	HUMAN SERVICES, DEPARTMENT OF	REGION 11 - DFCS	4T1BD1FKHJ223126	TOYOTA	CAMRY
608	427-0708	HUMAN SERVICES, DEPARTMENT OF	REGION 12B - DFCS - GRINWETT	4T1BD1FKHJ223294	TOYOTA	CAMRY
609	427-11261	HUMAN SERVICES, DEPARTMENT OF	REGION 3A - QUALITY LIVING SERVICES, INC	1FDXE4223H833135	FORD	E-450 SUPER DUTY
610	VR427-1227	HUMAN SERVICES, DEPARTMENT OF	REGION 4-GA INDUSTRIES FOR THE BLIND	1FTDF1722W0C91227	FORD	F-150
611	VR427-8923	HUMAN SERVICES, DEPARTMENT OF	DHS CDRS TWIN TOWERS (ATLANTA)	1FM5R9R9G6R90297	FORD	EXPLORER
612	910-0001	JEKYLL ISLAND AUTHORITY	JEKYLL ISLAND AUTHORITY	2FAFP73V2X8117559	FORD	CROWN VICTORIA
613	910-0003	JEKYLL ISLAND AUTHORITY	JEKYLL ISLAND AUTHORITY	1FMCA11U4Z284153	FORD	AEROSTAR
614	910-0006	JEKYLL ISLAND AUTHORITY	JEKYLL ISLAND AUTHORITY	1GCGS4517K248977	CHEVROLET	S10
615	910-0009	JEKYLL ISLAND AUTHORITY	JEKYLL ISLAND AUTHORITY	1FTYR10C0P833363	FORD	RANGER
616	910-0010	JEKYLL ISLAND AUTHORITY	JEKYLL ISLAND AUTHORITY	1FTFR1W8W0C01402	FORD	F-150
617	910-0015	JEKYLL ISLAND AUTHORITY	JEKYLL ISLAND AUTHORITY	1G6C24R2X048712	CHEVROLET	C2500
618	910-0016	JEKYLL ISLAND AUTHORITY	JEKYLL ISLAND AUTHORITY	1G6C24R9Y020381	CHEVROLET	C3500
619	910-0017	JEKYLL ISLAND AUTHORITY	JEKYLL ISLAND AUTHORITY	3B8AC3E41607594	DODGE	RAM PICKUP
620	910-0019	JEKYLL ISLAND AUTHORITY	JEKYLL ISLAND AUTHORITY	1FTNF20L1EC38053	FORD	F-250
621	910-0021	JEKYLL ISLAND AUTHORITY	JEKYLL ISLAND AUTHORITY	1FTNF20L1EC19465	FORD	F-250
622	910-0022	JEKYLL ISLAND AUTHORITY	JEKYLL ISLAND AUTHORITY	1G6C24R9E291864	CHEVROLET	SILVERADO
623	910-0023	JEKYLL ISLAND AUTHORITY	JEKYLL ISLAND AUTHORITY	4T1BD1FKHJ2231144	TOYOTA	CAMRY

No Fuel List – Out of Service vs. Suspending Fuel Cards

Holman

Insights



Placing Vehicles Out-Of-Service

(Only if vehicles are being Surplused)

wex Online



Suspending a Fuel Card

“Temporary” – if vehicle is being placed in a shop for repair and will be down for a long period of time

Office of Fleet Management's Quarterly Tier Report

Reporting Quarter: Q2 FY 18

Agency: YOUR AGENCY NAME

Participation Ranking	
Program and Participation Description (0 point = No; 1 point = Yes)	Score
APD – Are light duty (LD) vehicles enrolled in Auto Physical Damage State Wide Insurance?	1
RMD – Are agency LD vehicles enrolled in Driver Check, the State's Report My Driving program?	1
GPS Telematics – Are any agency LD vehicles equipped with GPS Telematics devices?	0
ARI TMS/GMS – Are any agency LD vehicles enrolled in maintenance program?	1
WEX – Are agency LD vehicles enrolled in fuel card program?	1
Participation Total Score	4

Performance Ranking		
Program and Performance Descriptions	Value	Score
RMD: 5 points= all drivers identified and all reports completed in 10 days from 10/1/17 to 12/31/17 4 points= 90-99% of drivers identified and reports completed in 10 days 3 points= 80-89% 2 points = 70-79% 1 point= <69%	100%	5
Vehicle fueling: 5 points= NOT on "no-fuel" list 100% of time from 10/1/17 to 12/31/17 4 points= NOT on "no-fuel" list 90-99% of time 3 points= NOT on list 80-89% of time 2 points= NOT on list 70-79% of time 1 point= NOT on list <69% of time	75%	2
Maintenance Performed: 5 points= 90-100% of LD vehicles reporting maintenance from 7/1/17 to 12/31/17 4 points= 80-89% w/maint. 3 points= 70-79% w/maint. 2 points= 60-69% w/maint. 1 point= 11-59% w/maint. 0 points = 0-10%	87%	4
Performance Total Score		11

Tier Level	State Agencies in Tier Level	%
1	21	15%
2	24	17%
3	54	39%
4	39	28%

Tier 1 = 19-20 points	Total Score	15
Tier 2 = 17-18 points		
Tier 3 = 13-16 points		
Tier 4 = up to 12 points	Tier Level	3

LD Vehicle Type	State LD Avg Maint \$/Mile	Agency LD Avg Maint \$/Mile	State LD Avg Maint \$/Vehicle	Agency LD Avg Maint \$/Vehicle	Peer Group LD Avg Maint \$/Vehicle
Sedan	\$0.050	\$0.032	\$511	\$168	\$354
SUV/Van	\$0.053	\$0.037	\$494	\$242	\$616
Truck	\$0.049	\$0.048	\$407	\$107	\$520
Total	\$0.051	\$0.034	\$476	\$179	\$495

* Incorrect odometer entries will adversely affect agency maintenance \$ per mile calculations

Weekly No Fuel List

	A	B	C	D	E	F	G	H
1	State I	Agency Na	VIN	Make Name	VIN Model	Model Ye	Delivery Da	Last Fuel Da
2			3FA6P0G78DR114008	FORD	FUSION	2013	12/03/2012	11/18/2021
3			NM0LS6E20L1464552	FORD	TRANSIT CONNECT	2020	03/05/2020	02/14/2022
4			1GCESBDE9A8124918	CHEVROLET	COLORADO	2010	03/02/2010	02/16/2022
5			1GCESBDE8A8130550	CHEVROLET	COLORADO	2010	03/11/2010	04/19/2022
6			1FTMF1C89HFC06353	FORD	F-150	2017	04/18/2017	04/19/2022
7			1FTMF1C86HFC06357	FORD	F-150	2017	05/04/2017	04/20/2022
8			3FAHP0GA2CR125847	FORD	FUSION	2012	07/25/2011	04/20/2022
9			1FTBF2A63DEA40314	FORD	F-250	2013	01/03/2013	05/02/2022

No-Fuel in Over 90 Days No-Fuel in Over 60 Days



Department of Administrative Services

Improving efficiency, compliance, and workplace performance



Office of Fleet Management



WEX ClearView

Chris Buchanan

ClearView – Volume & Spend Dashboard



Provides an analysis of historical transaction information and expense. Data can be further refined using time periods, hierarchy, product, and field filters.

PERIOD
2017

HIERARCHY

PRODUCT

MERCHANT

VEHICLE

FIELDS

Add Comparison

View Key Performance Indicators and trends across time periods and by product, card, driver, or geography.

Spend	Units	PPU	Active Cards
\$35,614,480 ▲ 10.1%	15,259,035 ● 0.0%	\$2.33 ▲ 10.1%	17,528 Rate: 98.5% ▲ 19.1%

- **Key Performance Indicators** appear on the Summary Dashboard and detail key module metrics for the organization as a whole or for selected filters.



- **Product Breakdown** - The bar chart provides a visual depiction of spend by product type.

Product Type	Spend	Units	
Gasoline	7,906,594	12,286,005	\$27,906,594
Diesel	6,767,493	2,856,317	\$6,767,493
Automotive Produc	\$569,762	11,222	\$569,762
Other Fuel	\$303,736	86,440	\$303,736
Aviation Products	\$28,821	6,584	\$28,821

- **Top Driver/Vehicle Spend** - At the bottom of the page, a table highlights spend by driver and vehicle.

High Spend

Drivers Vehicles

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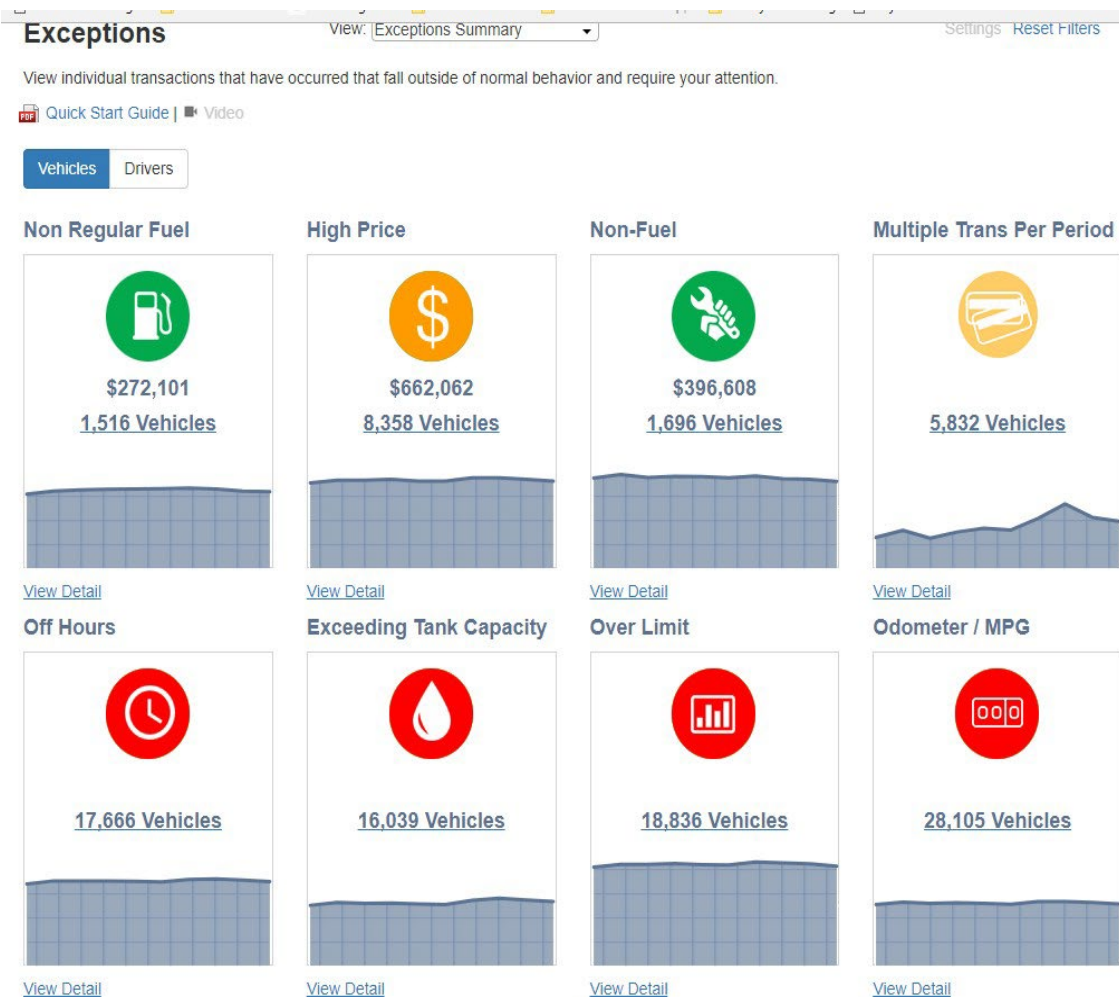
Driver	Txn Count	Units	AVG PPU	Spend
	3,359	57,017.14	\$4.49	\$255,83
	1,019	14,734.47	\$3.02	\$44,503
	192	12,719.22	\$2.36	\$30,042
	85	11,196.75	\$2.66	\$29,759
	442	11,101.82	\$2.47	\$27,404

Exceptions



The **Exceptions** Module makes it easy to identify and analyze transactions and driver behavior that fall outside the norm.

- **Icons are color-coded** to indicate the exceptions that require the most attention.
- **Use the Drivers/Vehicles** tabs to toggle between views
- **Results** can be further refined using the time period, hierarchy, product, and field filters



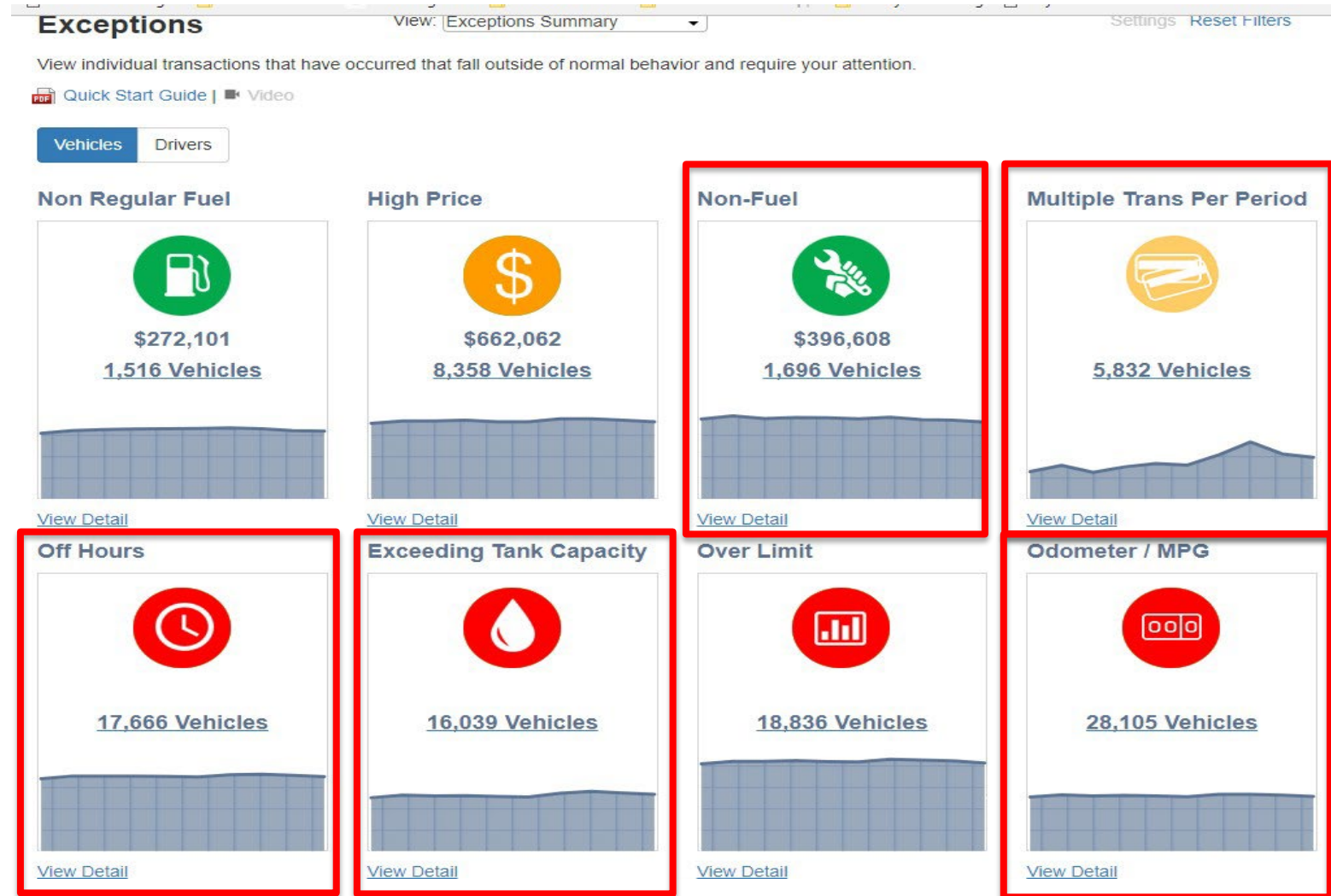
WEX ClearView - Exceptions

Looking for Fraudulent Activity



The **Exceptions** Module makes it easy to identify and analyze transactions and driver behavior that fall outside the norm.

- **Icons are color-coded** to indicate the exceptions that require the most attention.
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Additional ClearView – Essential Paths

Monitor Fuel Program Performance

1 Go to the Volume & Spend Summary Dashboard
 TIP: Set Period: All Current/TC, or select your own.
 TIP: Set Fuel Type: All Fuel, or select your own.

What to do:

- Review the Spend (T) and compare to the T/E (T). Are dollars spent up significantly? If you think that T/E is also within percentages.
- Look at the Gallons (G) Has there been a considerable change in gallon consumption as per the period? It may be possible to investigate why change is there to be.
- Check the Speed and Drive Cycle at a glance. Does activity appear to be in line for your work and location? Is there a change in activity? If so, investigate further by opening the Detail for the specific work or location. Check the amount of activity per day, and check the High-Speed Drive or Table for higher than normal speeds.
- Review the top operating sites in the High-Speed Drive Table at the bottom of the page. Are there any sites with the top operating sites being used at a higher than normal rate of miles per hour?

2 Go to the Volume & Speed Group Trendmap
 Be alert when it shows on the CardTab. This table shows costs varied by members of days across a position and last week.

What to do:

- If you see cost with large unexplained day costs, investigate further. It may be a good indicator in the CardTab. This cost may be normally from a higher than normal day cost. To investigate, you can click on the day appearing at the top of the table to investigate further investigation.

Identify Anomalies

1 Go to the Volume & Spend Scatterplot
 TIP: Set Period: All Current Month
 TIP: Have an overview to see driver names and activity.
 TIP: Click on a driver to view the entire page in single view.

What to look for:

- Outliers normally appear at the top right of the scatterplot and could represent an outlier activity or an expense to get purchasing a tip.
- TIP: Click on a value in the Top 30 Transactions table to view the Driver Detail.

2 Go to the Driver Detail
 Look for anomalies on the Driver Detail by reviewing Transaction Date and Time, Type, Units (gallons), and Miles.

What to look for:

- Is the purchase of multiple times in a single day?
- Are there odd and/or multiple purchases in a single day?
- Are there multiple purchases in gallons per day?
- Are there small amounts being purchased during the week?
- Is there a significant multiple state of purchase changes?

3 Go to the Exceeding Tank Capacity Exception
 TIP: Set Period: All Current Month
 TIP: Set Fuel Capacity: When Exceeded

What to do:

- Review the vehicles at the top of the table of Exceeding Transactions and Exceeding Gallons.
- TIP: Click on the Units link to go to the Vehicle Detail Transaction Tab.

What to look for:

- Is the purchase of multiple times in a single day?
- Are there odd and/or multiple purchases in a single day?
- Are there multiple purchases in gallons per day?
- Are there small amounts being purchased during the week?
- Is there a significant multiple state of purchase changes?

Achieve Savings

1 Go to the Non-Regular Fuel Exception
 TIP: Set Period: All Current/Custom Date Range and either Start Date and End Date to reveal the fuel months.

What to do:

- Review vehicles at the top of the table. Look at the Vehicle Reference to see the vehicle that the non-regular fuel is purchased. Review the vehicle, the OPE Gallons and compare to the savings opportunity.
- TIP: Click on the Units link.
- TIP: Click on the Vehicle Detail Fuel Price Tab.

2 Go to the Vehicle Detail Fuel Price Tab
 Have an overview to see the fuel price in order to see transaction details.

What to do:

- Compare the T/E to the average of the ClearView Fuel Index. Are there consistently purchasing fuel prices higher than the index? Refer to the OPE Gallons column in the Transaction Table to see the savings opportunity for each transaction. Consider where you consistently purchase a higher than necessary grade.

3 Go to the High Price Exception
 TIP: Set Period: All Current/Custom Date Range and either Start Date and End Date to reveal the fuel months.
 TIP: Set Fuel Type: All Fuel, or select your own.

What to do:

- Review the Fuel Type purchased for each transaction.
- TIP: Review the Fuel Type purchased for each transaction.
- TIP: Click on the Units link.
- TIP: Click on the Vehicle Detail Fuel Price Tab.

4 Go to the Vehicle Detail Fuel Price Tab
 Have an overview to see the fuel price in order to see transaction details.

What to do:

- Compare the T/E to the average of the ClearView Fuel Index. Are there consistently purchasing fuel prices higher than the index? Refer to the OPE Gallons column in the Transaction Table to see the savings opportunity for each transaction. Consider where you consistently purchase a higher than necessary grade.

Go to the Multiple Trans Per Period Exception

5 Go to the Multiple Trans Per Period Exception
 TIP: Set Period: All Current Month
 TIP: Set Fuel Type: All Fuel, or select your own.
 TIP: Set Fuel Capacity: When Exceeded

What to do:

- Review the vehicles appearing at the top of the table. Review of Exceeding Transactions and Exceeding Gallons.
- TIP: Click on the Units link to go to the Vehicle Detail Transaction Tab.

6 Go to the Vehicle Detail Transaction Tab
 TIP: Click on the Transaction Date and Time column to sort and review transactions in chronological order and investigate the transactions that triggered the exception.

What to look for:

- Are there excessive transactions for 1 vehicle in a day?
- Are there high-volume gallons added?
- Is there an unusual fuel type?
- Is there a significant multiple state of purchase changes?

TIP: Click on the Units link at the top of the page to view vehicles with high density of multiple transactions.

What to do:

- Review Gallons by Grade chart that shows transactions as they purchase. Have an overview of the fuel price and additional details.

Go to the Vehicle Detail Transaction Tab

4 Go to the Vehicle Detail Transaction Tab
 Compare the Units (gallons) to the tank capacity of the vehicle for each transaction.

What to do:

- Review transactions where more gallons were purchased than the tank capacity. Fully investigate the purchase.

7 Go to the Fuel Mismatch Exception
 TIP: Set Period: All Current Month
 TIP: Set Fuel Type: All Fuel, or select your own.
 TIP: Set Fuel Capacity: When Exceeded

What to do:

- Review the vehicles appearing at the top of the table. Review of Exceeding Transactions and Exceeding Gallons.
- TIP: Click on the Units link to go to the Vehicle Detail Transaction Tab.

8 Go to the Vehicle Detail Transaction Tab
 TIP: Compare the Units purchased to the tank capacity based on the page.

What to do:

- Review the fuel type purchased for each transaction.
- TIP: Review the Fuel Type purchased for each transaction.
- TIP: Click on the Units link to go to the Vehicle Detail Transaction Tab.

What to look for:

- Are there multiple purchases in a single day?
- Are there multiple purchases in gallons per day?
- Are there small amounts being purchased during the week?
- Is there a significant multiple state of purchase changes?

Community



Collaboration – Collaborate with fellow ClearView users

Discussion Forums – Start a topic or respond to existing topics

Knowledgebase – You can post Questions in the Knowledgebase

Training Classes – WEX offers several classes/webinars a month



Chris
Buchanan

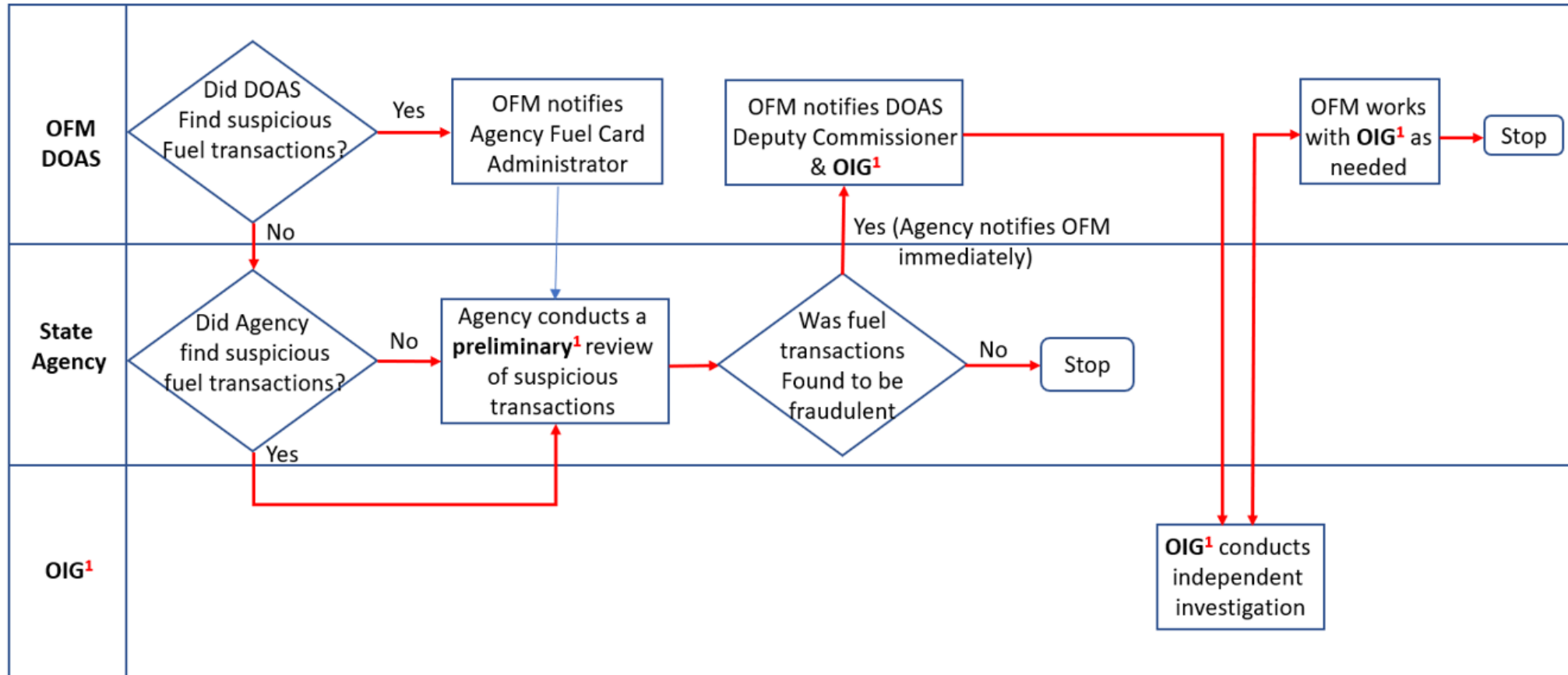
Office of Fleet Management

Fraud



Fraud Process

Fraudulent Fuel Card Transaction High-Level Process



OIG¹ – State of Georgia Office of Inspector General: oig.georgia.gov

Preliminary¹ – Agency preliminary investigation may include communicating with employee’s direct supervisor to determine employee’s work schedule or other pertinent information to help determine if the transactions are fraudulent.

Impacts of Fraud

State Entity	Offense	Fraudulent Amount
Agency	Personal Purchases (Cigarettes)	\$ 30.00 (Approx)
College	State Vehicle and fuel card used for personal use	\$ 50.00
Agency	Used Fuel Card for personal purchases	\$ 123.00
Agency	Used Fuel Card for personal purchases	\$ 196.00 (Est)
Agency	Fuel Card used for personal purchases	\$4,600.00
Agency	Racketeering – Paying fleet related expenses to a shell corporation with a personal bank account when services were not rendered.	\$200,000.00+

As a result – Employees were either Terminated, Resigned, or Terminated and Prosecuted by the State’s Attorney’s Office with assistance from the Agency, Office of Inspector General and the Office of Fleet Management

Impacts of Fraud - Penalties

- O.C.G.A. §50-5-80 provides for criminal penalties for misuse of a
- state fuel card. Any employee who knowingly uses the card for personal purchases **under \$500 is guilty of a misdemeanor.** An employee who knowingly uses the card for personal purchases of **\$500 or more is guilty of a felony punishable by one to 20 years in prison.**



Questions